

Open employment services for people with disabilities 1995: the first year of NIMS data

**Phil Anderson
Kim Wisener**

1996

Australian Institute of Health and Welfare
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The NIMS system is funded and supported by the Commonwealth Department of Health and Family Services. Departmental staff have had a longstanding role in ensuring the smooth operation of the system, and have provided considerable feedback and ideas. This role included chairing the Steering Committee which coordinated the implementation of the NIMS system.

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Summary

This report presents data on open employment services and their clients funded by the Commonwealth Department of Health and Family Services, in 1995.

Data were collected via a new system—the National Information Management System (NIMS) for open employment services. The design of the system originated with service providers wishing to improve and share management information and to collate national data. Front-end software captures data for local use and transmission for central collation. The development and implementation of the system were financially supported by the Department. The Institute became involved during the implementation phase and is now Data Manager of the system, working alongside an independent Industry Development Manager representing service providers in the ongoing use and development of the system.

Employment and people with disabilities

Chapter 1 provides an introduction to the subject matter of the report, outlining the origin and purpose of open employment services and the population that they serve.

In 1993, according to a major ABS survey of disability in Australia, there were an estimated 368,300 people in Australia, aged from 5 to 64 years, who had a 'severe or profound handicap', meaning that they needed regular or occasional support with activities of daily living—self-care, mobility or verbal communication. It is argued that this is a relevant estimate of the broad target population for disability support services—under the Commonwealth/State Disability Agreement these services are targeted towards people with ongoing support needs. At present there is not a definition of the target group, nor of 'severity' of disability, which readily enables population data to be compared with service data, or which rates the complexity of needs of service clients.

People with a handicap (not necessarily severe) had much higher rates of unemployment than the rest of the population; in the 1993 ABS survey, some 21.0% of people with a handicap were unemployed, compared with an estimate of 12.7% in that survey for the labour force overall.

This inequality illustrates the potential role of specialist services, which aim to help people with a disability to obtain and retain employment.

Under the Commonwealth *Disability Services Act 1986* employment services fall into two main categories: open employment services and business services providing supported employment. In an **open employment service**, clients receive support from a service outlet but are directly employed by another organisation not funded under the Act. Open employment services include Competitive Employment Training and Placement (CETP) services, Individual Supported Job (ISJ) services and some enclave services. The other group of employment services are **business services** providing supported employment; clients of these services are employed by the same organisation that provides the employment support.

This report covers the activities of the open employment services (CETP, ISJ and some enclave services). Limited data and research have been available to date on these services and their clients in Australia.

Service providers

Chapters 2 and 3 describe open employment services and their clients.

At the end of 1995 there were 244 open employment sites using the NIMS system of which 228 had provided data for 1995. All States and Territories had open employment sites, with three-quarters of them being in New South Wales, Victoria and Queensland (Table S1). Some 66% of sites were in urban areas, 30% in rural areas and the remaining 4% in remote areas (Table S2).

Table S1: Number of open employment sites by State and Territory, 1995

State	Number	Per cent
New South Wales	71	31.1
Victoria	56	24.6
Queensland	54	23.7
Western Australia	28	12.3
South Australia	7	3.1
Tasmania	4	1.8
Australian Capital Territory	5	2.2
Northern Territory	3	1.3
Total	228	100.0

Note: The number of sites equals the number of NIMS software systems installed.

Table S2: Number of sites by rural/remote classification, 1995

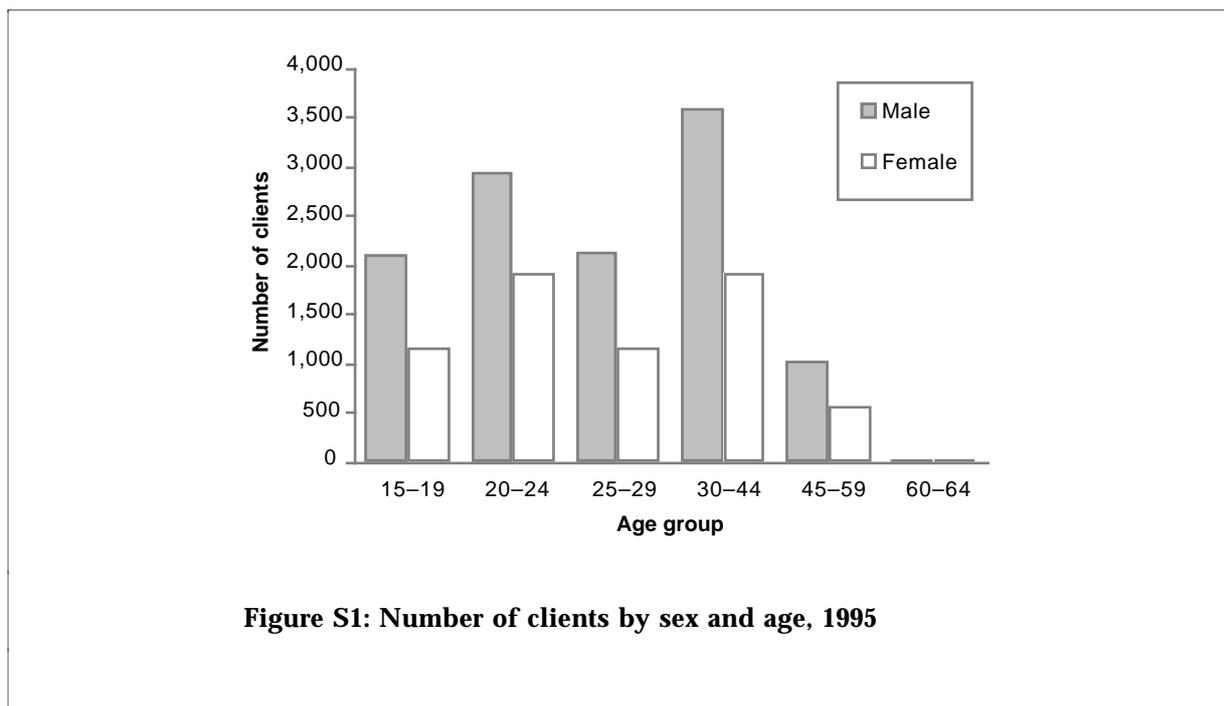
Classification	Number	Per cent
Urban	150	65.8
Rural	69	30.3
Remote	9	3.9
Total	228	100.0

Client numbers for 1995 ranged from 5 to 310 per site with an average of 82. Most (83%) sites had between 1 and 10 staff with the average being 5 paid support staff and 1 administration staff.

Clients

A total of 18,527 clients were recorded as having received some support during 1995. Of these, 70% were receiving a CETP service, and 25% an ISJ service.

Almost two-thirds (64%) of these 18,527 clients were male (Figure S1). The age of clients ranged from 15 years to 64 years with 91% being aged 44 years or less. Approximately 2% of clients were identified as being of Aboriginal or Torres Strait Islander, which is similar to their representation in the general Australian population.



All disability types were represented among clients (Table S3). Over half (55%) of clients had intellectual/learning as their primary disability type, followed by psychiatric (17.5%) and physical (12%). Nearly one-quarter (23%) of clients had another significant disability in addition to their primary disability.

Table S3: Number of clients receiving support by primary disability, 1995

Primary disability type	Number	Per cent
Acquired brain injury	652	3.5
Deaf and blind	20	0.1
Hearing	669	3.6
Intellectual / learning	10,164	54.9
Neurological	620	3.3
Physical	2,232	12.0
Psychiatric	3,233	17.5
Speech	63	0.3
Vision	862	4.7
Not known	12	0.1
Total	18,527	100.0

At the end of 1995 about 60% (11,089) of clients had been through the disability panel process with 11% referred by the panel, 49% endorsed and less than 1% rejected. Disability panels comprise representatives of three Commonwealth departments—Social Security; Employment, Education, Training and Youth Affairs; and Health and Family Services. The panels were established in 1991 to assess and refer people with a disability to appropriate rehabilitation, training, education, or employment services, and to coordinate delivery of services.

Client jobs

The number of clients who had a job during 1995 ('workers') was 8,924 or 48% of all clients (Figure S2). The total number of jobs was 11,529 with 21% of workers having had more than one job.

Jobs undertaken by clients were spread across all industry types, with those in manufacturing (16%) and retail (13%) being the most common. The majority of jobs were as labourer/workers (65%) followed by clerks (12%) and sales/personal services workers (11%). The average length of a job at the end of 1995 was 74 weeks (Table S4). About two-thirds (64%) of jobs were on a permanent regular basis.

Table S4: Duration of jobs current as at the end of 1995

Job duration	Number	Per cent
<3 months	1,358	18.3
3–6 months	1,294	17.4
6–9 months	886	11.9
9–12 months	903	12.1
12–18 months	896	12.1
18–24 months	649	8.7
24–36 months	599	8.1
>36 months	849	11.5
Missing	3	0.0
Total	7,437	100.0

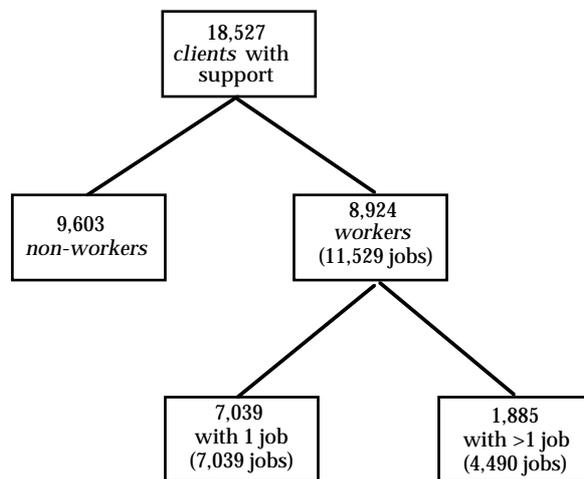


Figure S2: Number of clients with and without jobs, 1995

Client job experience

Chapter 4 presents a more detailed analysis of the experience of these workers (Table S5).

Of all workers, 45% had a job at both the beginning and end of 1995 (termed 'job retained'), and 34% gained a job during 1995 and remained in employment at the end of the year ('job gained and retained'). A further 8% were employed at the beginning of the year but not at the end ('job lost'), and the remaining 13% had work at some time during the year but started and finished the year unemployed ('job gained and lost').

Table S5: Job history of workers during 1995

Job history	With one job during 1995		With more than one job during 1995		All workers	
	n	%	n	%	n	%
Job retained	3,174	35.6	846	9.5	4,020	45.1
Job lost	546	6.1	170	1.9	716	8.0
Job gained and retained	2,346	26.3	661	7.4	3,007	33.7
Job gained and lost	973	10.9	208	2.3	1,181	13.2
Total	7,039	78.9	1,885	21.1	8,924	100.0

The overall net gain in the number of workers was 48% (2,291) over the year (1995).

In order to analyse different aspects of a person's job experience, four sets of measures were calculated. These were:

- time in work (in weeks, per time in support, hours per work week, hours per week)
- mean wage (wage per hour, wage per work week, mean income per support week)
- number of jobs per worker
- number of weeks to obtain a job.

Among workers, the average time worked per week was 26.1 hours and the average hourly and weekly rates of pay were \$8.97 and \$229. On average, workers spent about three-quarters (72.7%) of the year with a job (or of their period in support, if less than a year). Their average income per support week was \$168.

In order to explore the inter-relationships among these measures of job experience and other key factors describing the clients or the agencies, multivariate analyses were carried out. The purpose of such analyses is to isolate the effect of each factor, allowing for the effects which other influential factors may have.

Client factors which appeared to be related to one or more of these measures of job experience include: sex, age, Indigenous status, primary disability type, presence of another disability, living arrangements, and need for continual assistance with activities of daily living (ADL assistance).

Women with a disability were less likely to have had a job, and those who had a job on average earned less income from work than men with a disability, largely because they worked fewer hours per week. The likelihood of employment was lowest for 15 to 19 year-olds, and increased with age. Workers in the 25 to 29 age group had the highest earnings from jobs.

People identified as Aboriginal, Torres Strait Islander or South Sea Islander were less likely to have had a job than other clients. However, for workers, there were no statistically significant differences by Indigenous status in wages or hours worked. Non-English-speaking background did not appear to be a factor related to job experience.

Clients with an intellectual/learning disability were more likely to have had a job than those with a physical, neurological or psychiatric disability, or an acquired brain injury; however, their average rate of pay per hour was the lowest of all groups. Despite having

above-average hourly rates of pay, workers with a psychiatric disability had the lowest mean income from jobs, because on average they worked fewer hours per week.

Clients with more than one disability were less likely to have had a job than clients with one disability only, and those who were employed tended to earn less income from jobs.

There is not a widely accepted overall 'summary' measure of severity of disability. However, other factors, such as living arrangements and the frequency of ADL assistance required, which may be surrogates for such a severity measure, were statistically significant in their relationship to job experience. People who lived alone or with family were more likely to have been employed, and if employed to have a greater income from work, than people with other living arrangements.

The likelihood of getting a job increased with decreasing agency site client-to-staff ratio. People who required continual assistance with activities of daily living had a similar rate of employment to other clients; however, this appeared to be because they were more likely to be supported by an agency site with a low client-to-staff ratio, and thus overall received more hours of support than average. The average income from work for these clients was less than that for other clients.

Clients with endorsement by a disability panel were more likely to get a job than clients who were referred, rejected or not considered by a panel. However, workers who had been rejected by a panel had the highest average income from work.

There was a complex association between funding type and job experience. After controlling for other factors, the chance of an ISJ client getting a job is similar to that for a CETP client, but subsequent job experience is not as favourable.

Job experience varied considerably with State and Territory, even after controlling for other factors. The Northern Territory and the Australian Capital Territory had the highest rates of clients with jobs, and along with South Australia the highest average income for workers. Of the four largest States, Western Australia had the highest employment rate and New South Wales the highest mean income from work.

Agencies in remote areas had a higher percentage of clients with a job, but these jobs were much more likely to be casual or temporary employment. Workers in urban areas tended to have higher rates of pay and to earn more income from jobs over the year.

The interrelationships among all these factors are complex. The multivariate analysis demonstrates that there appear to be many factors influencing people's job experience. This indicates that there is not likely to be a simple predictive model of factors leading to successful job experience.

Client support

Chapter 5 provides a detailed analysis of the support provided by agencies to clients, and the factors relating to it.

Support can be categorised as:

- support given directly to a client; and
- other support including general administration, general job search and travel.

The analysis in Chapter 5 focuses on the former, because the recording of the 'other' category is optional in the data system. Of the recorded support times, approximately two-thirds of support hours go directly to the client.

About two-thirds (68%) of all direct support hours were given to people with an intellectual/learning disability, who were the largest group and also had the highest mean support per client. Clients with a psychiatric disability received 11% of total direct support and clients with a physical disability received 9%.

People who had jobs (workers) received more support than other clients (2.3 vs 0.9 hours per week). For non-workers, the amount of support received declined with the length of

time they were receiving support (Figure S3). This also occurred during the subsequent unemployed period of clients who had a job or jobs which finished in 1995.

For workers, the pattern of support varied with time, but this variation depended on their job history. There were peaks of support around the time of job gain (Figure S4). Workers who had only one job which was retained, or gained and retained, during 1995 received levels of support which tended to decline the longer they stayed with the job. In contrast, workers who had only one job which ended during 1995 received higher and more consistent levels of support during the period they were in work.

Workers who had more than one job also tended to have higher levels of support than those who had only one job (Figure S4).

The support received by clients did not vary significantly with sex or Indigenous status. For clients without a job, those from a non-English-speaking background tended to receive slightly more support than others, but this was not true for workers.

Support received did vary with age for both workers and non-workers (Table S6). The 15 to 19 age group received the highest level of support, and there was a general decline in support with older age groups.

Without controlling for other factors, on average clients with an intellectual/learning disability or an acquired brain injury received more support than those with a neurological, psychiatric or physical disability. However, after controlling for other factors, clients with a psychiatric disability had the highest mean level of support. This result appeared to be related to the fact that these clients were older than average, less likely to be a client of a site with a low client-to-staff ratio and, to a lesser extent, less likely to require frequent or continuous ADL assistance for activities of daily living. This means that, overall, clients with a psychiatric disability received considerably less support than clients with an intellectual/learning disability; however, a worker with a psychiatric disability received, on average, more support than a worker of the same age with an intellectual/learning disability needing the same frequency of ADL assistance and supported by a site with a similar client-to-staff ratio.

Workers with more than one disability received a higher level of support than other workers, but this was not so for non-workers. Both workers and non-workers who needed frequent or continual ADL assistance received more support.

Clients referred or endorsed by a disability panel received more support than other clients, particularly if they had a job. ISJ workers received more support than CETP workers.

Levels of support per client varied from State to State. Working clients of remote agencies received more support than other workers, possibly related to their pattern of working in more jobs, and in jobs more of a casual nature. However, non-working clients received much less support in rural and remote areas than in urban areas. As might be expected, lower client-to-staff ratios were strongly associated with higher levels of support per client.

As with job experience, there were many factors influencing the level of support received.

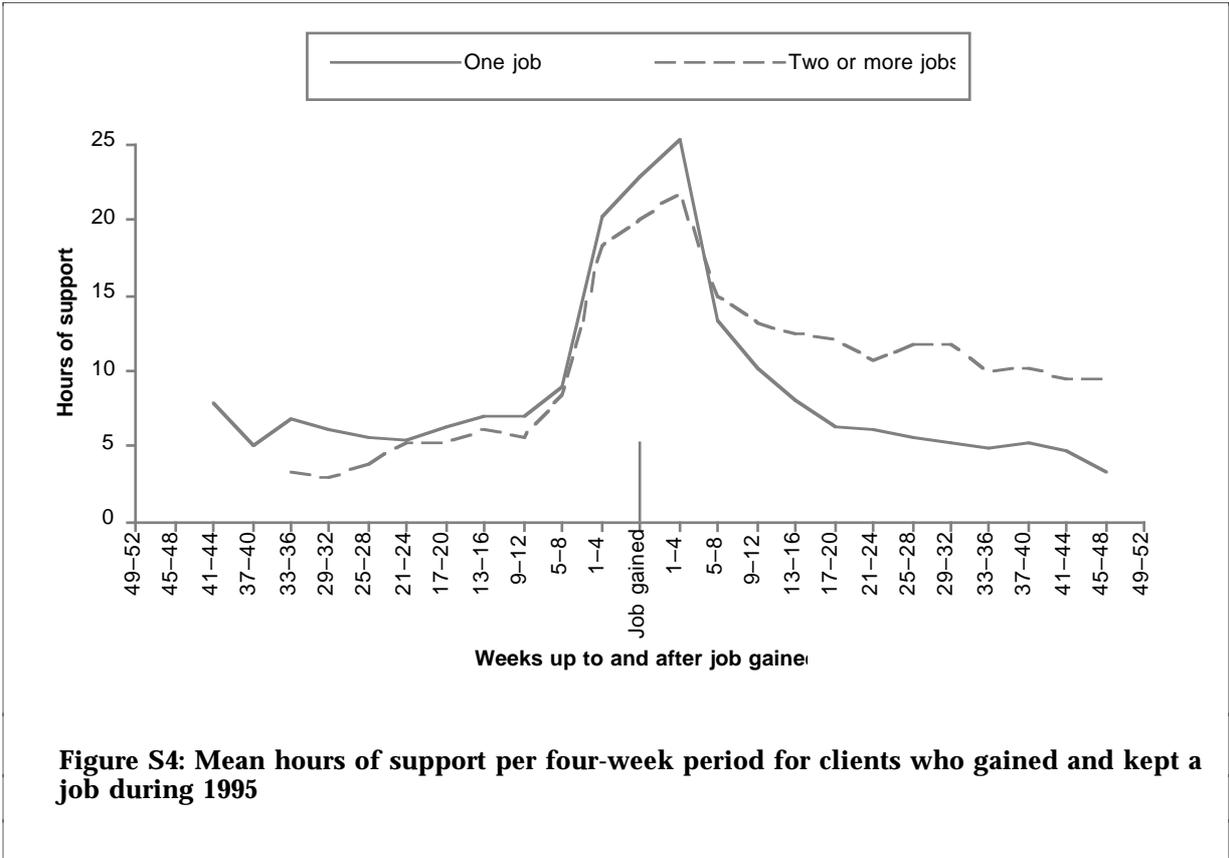
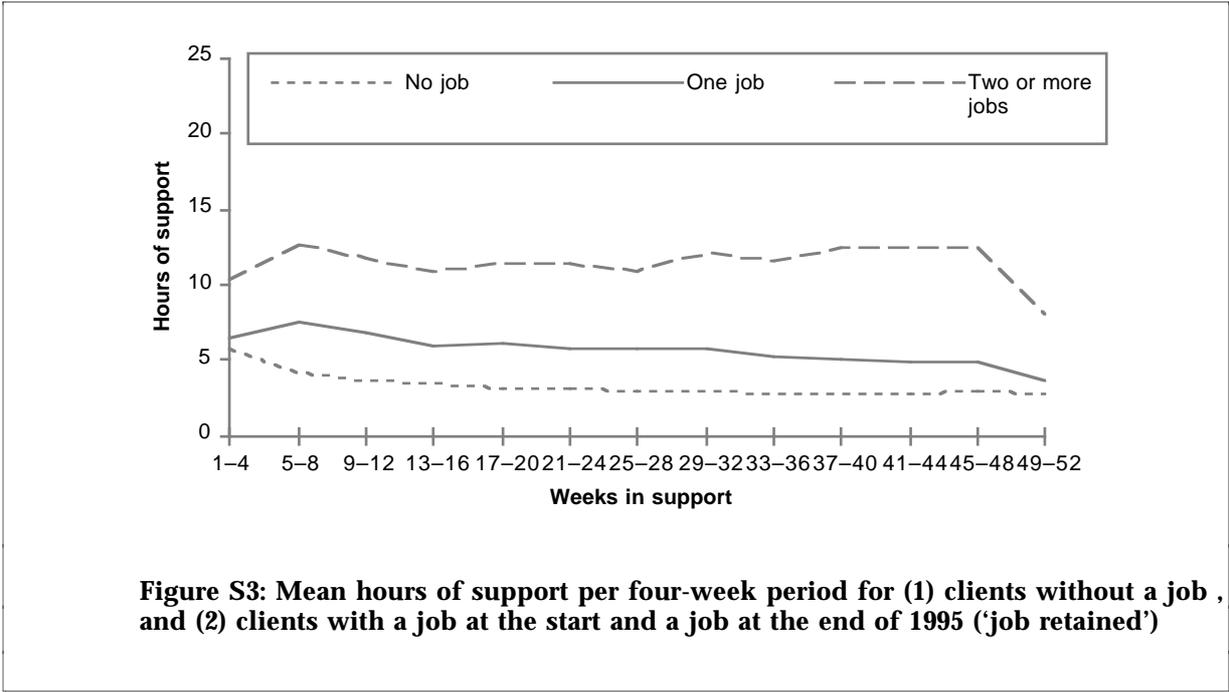


Table S6: Mean hours of support per week per client for workers and non-workers, by primary disability type, frequency of ADL assistance required^(a), age group, presence of other disability and funding type, 1995

	Non-workers	Workers		Non-workers	Workers
Primary disability			Age group		
Intellectual/learning	1.0	2.7	15–19	1.1	2.8
Physical	0.8	1.7	20–24	1.0	2.5
Acquired brain injury	1.2	2.5	25–29	0.9	2.2
Deaf and blind	0.4	2.2	30–44	0.8	2.0
Vision	0.8	1.0	45–59	0.7	1.7
Hearing	0.8	1.3	60–64	0.8	1.7
Speech	1.5	1.3	65–69	0.3	0.8
Psychiatric	0.8	1.7			
Neurological	0.8	2.1	Other disability		
			Yes	1.0	2.7
Frequency of ADL assistance required			No	0.9	2.1
Not at all	0.8	1.7			
Occasionally	0.8	1.8	Funding type		
Frequently	1.1	2.9	CETP	0.8	1.8
Continually	1.5	4.2	ISJ	1.3	3.5

(a) Frequency of assistance required in the areas of daily living, i.e. self-care, mobility and/or verbal communication (called 'level of support required' in the NIMS data dictionary).

Interstate comparisons

Chapter 6 compares key statistical data, tabulated on a State by State basis.

A number of agency site and client characteristics varied from State to State:

- size of agency site
- sex and age distributions of clients
- disability types of clients
- presence of another disability
- frequency of assistance required for activities of daily living
- non-English-speaking background and Indigenous origin
- funding type
- employment basis
- industry and occupation of client jobs.

As discussed above, most of these characteristics were associated with both variation in client job experience and in the amount of open employment support received. Therefore, it was not surprising that job experience, wages and support also varied among States. However, multivariate analyses showed that there was statistically significant interstate variation in job experience and support even allowing for other factors. This suggests that there are characteristics of States not included in the NIMS system (e.g. economic indicators) and that these characteristics are associated with both job experience and the support provided by agencies to clients.

1 Introduction: employment and people with disabilities

On 1 January 1995 the National Information Management System (NIMS) for open employment services for people with a disability was introduced. Open employment agencies enter data into a specially designed data capture application and at the end of each quarter send data to the Australian Institute of Health and Welfare (the Institute), where it is collated into a national data set.

This report analyses data from the first year of operation of the system, 1995. The report has been written to provide information to the open employment agencies which supply NIMS data, their clients, the Department of Health and Family Services, and other individuals or organisations interested in data about employment services for people with disabilities.

Chapter 1 provides information about disability in the Australian population and labour force, a brief history of employment services for people with disabilities, and descriptions of the various employment models. It concludes by describing the NIMS data system and its development.

The remaining chapters present and discuss results from the 1995 NIMS data:

- Chapter 2 focuses on the service providers;
- Chapter 3 presents client characteristics and job profiles;
- Chapter 4 analyses information about the job experience and related factors of clients of the services;
- Chapter 5 discusses client support; and
- Chapter 6 examines some interstate comparisons.

1.1 Disability in Australia

Population data

The 1993 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers identified 'handicap' when a person with a disability also had a limitation or restriction in performing certain specific tasks associated with daily living, due to their disability (ABS 1993a). The limitation must be due to a disability and relate to one or more of five activity areas (self-care, mobility, verbal communication, schooling, and employment).

An estimated 2,500,200 (14.2 % of the total population) reported a 'handicap' as defined by the ABS (Table 1.1). For people aged under 65 there were few age and sex differences in the rates of handicap, with the exception of the higher rates of moderate and mild handicap for males in the 5 to 14 and 60 to 64 groups. Females aged 65 and over had much higher rates of profound and severe handicap.

People may have reported handicap in more than one area but the highest level of severity in any of the areas of self-care, mobility and verbal communication determined the severity of total handicap. The level of severity of handicap was not determined for children under age 5 and for people with only an employment or schooling limitation (ABS 1993a).

Table 1.1 People with a handicap: severity of handicap by sex and age as a percentage of the Australian population of that sex and age, Australia, 1993^(a)

	Profound	Severe	Moderate	Mild	nd ^(b)	Total	Total ('000)
Males							
				%			
0–4 ^(c)	—	—	—	—	4.8	4.8	31.7
5–14	1.7	1.2	0.9	1.9	2.2	7.9	103.5
15–24	0.9	0.4	0.4	1.7	1.7	5.0	70.6
25–29	0.6	1.0	0.8	1.9	1.7	6.0	41.3
30–44	0.8	1.5	1.7	3.0	1.8	8.7	180.3
45–59	1.3	2.4	3.7	7.7	3.2	18.3	260.5
60–64	2.3	2.3	7.1	16.5	6.0	34.2	122.0
65+	8.8	3.8	10.2	21.5	2.8	47.2	416.9
0–64	1.0	1.3	1.7	3.7	2.5	10.3	809.9
Total	1.8	1.5	2.6	5.5	2.6	14.0	1,226.7
Total ('000)	160.0	133.5	226.2	482.1	224.8	1,226.7	
Females							
				%			
0–4 ^(c)	—	—	—	—	3.9	3.9	24.8
5–14	1.4	0.7	0.7	1.1	1.4	5.1	63.3
15–24	0.8	0.6	0.6	2.3	1.0	5.4	72.5
25–29	0.6	1.2	1.1	2.5	0.6	6.0	40.9
30–44	0.6	1.8	1.4	3.4	1.5	8.7	180.1
45–59	1.5	2.9	3.6	6.6	2.9	17.6	241.3
60–64	2.5	2.3	5.4	11.4	2.5	24.0	86.3
65+	15.9	4.8	9.3	16.9	1.5	48.5	564.4
0–64	1.0	1.4	1.6	3.4	1.8	9.2	709.1
Total	2.9	1.9	2.6	5.2	1.8	14.4	1,273.5
Total ('000)	259.9	167.6	229.2	459.6	157.1	1,273.5	
Persons							
				%			
0–4 ^(c)	—	—	—	—	4.4	4.4	56.4
5–14	1.5	0.9	0.8	1.5	1.8	6.6	166.8
15–24	0.9	0.5	0.5	2.0	1.4	5.2	143.2
25–29	0.6	1.1	0.9	2.2	1.1	6.0	82.1
30–44	0.7	1.6	1.6	3.2	1.7	8.7	360.4
45–59	1.4	2.7	3.7	7.2	3.0	18.0	501.8
60–64	2.4	2.3	6.3	13.9	4.2	29.1	208.3
65+	12.8	4.4	9.7	18.9	2.1	47.9	981.3
0–64	1.0	1.4	1.7	3.6	2.2	9.7	1,519.0
Total	2.4	1.7	2.6	5.3	2.2	14.2	2,500.2
Total ('000)	419.9	301.1	455.5	941.8	382.0	2,500.2	

(a) Estimates of 1,900 or less have a relative standard error (RSE) of 50% or more. Estimates of 8,000 or less have an RSE of 25% or more. These estimates should be interpreted accordingly.

(b) Not determined. This group comprises all children with a disability aged 0–4 years and people who had a schooling or employment limitation only.

(c) Severity of handicap was not determined for children with a disability aged 0–4 years. Some totals include people aged 5–64 only.

Source: AIHW 1995 Table 6.1, based on ABS 1993 Survey of Disability, Ageing and Carers, unpublished data.

Using data from the 1993 the ABS Survey of Disability, Ageing and Carers it was estimated that the total number of people reporting a 'profound or severe handicap' was 721,000, (slightly over 4 % of the total population aged 5 and above), of whom 368,300 were people aged 5 to 64 (2.6 % of people in that age group) (AIHW 1995, p. 245).

According to ABS survey definitions, people with a profound or severe handicap are those who sometimes, or always, require personal assistance or supervision in one or more of the activity areas (of self-care, mobility or verbal communication). These people are thus a major target population group for many types of support service provision.

Table 1.2 presents data on some social and economic characteristics of working age people with a disability living in households. People with a disability were more likely to live alone and more likely to be recipients of government pensions or benefits than the general population. This pattern was particularly true among people with a profound or severe handicap (AIHW 1995, p. 250).

Table 1.2: People aged 15 to 64 years living in households: living arrangement, main source of income and employment status, by severity of handicap and disability status (percentage distribution), Australia, 1993

	Severity of handicap					Total with a handicap	Total with a disability	Total with & without a disability
	Profound	Severe	Moderate	Mild	Not determined ^(a)			
Living arrangement								
Lives alone	5.7	9.8	17.8	14.9	17.6	14.5	13.6	6.8
Lives with other people	94.3	90.2	82.2	85.1	82.4	85.5	86.4	93.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Main source of income								
Wages and salary	5.9	14.9	16.3	21.4	21.6	18.3	23.7	48.2
Own business/partnership	2.3	3.8	6.7	7.3	5.8	6.0	7.2	11.2
Govt pension/cash benefit	73.7	58.4	53.4	49.2	47.9	53.0	46.0	22.9
Other regular income	3.9	8.5	10.9	10.1	8.9	9.3	11.0	5.8
Superannuation	2.1	2.5	2.8	2.6	2.0	2.4	2.3	0.8
Workers compensation	4.4	3.6	2.4	2.3	2.5	2.7	2.0	0.3
Total^(b)	92.2	91.7	92.4	93.0	88.7	91.8	92.2	89.4
Employment status								
Employed	15.8	31.0	35.2	41.8	40.7	36.8	45.1	64.3
Unemployed	4.2	8.8	7.7	9.5	15.5	9.8	9.8	9.3
Not in the labour force	80.1	60.1	57.1	48.7	43.8	53.5	45.1	26.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) This group comprises all people who had a schooling or employment limitation only.

(b) Totals are less than 100% as some people had no income source that could be identified.

Source: AIHW 1995 Table 6.4, based on ABS 1993 Survey of Disability, Ageing and Carers, unpublished data.

It is difficult to obtain reliable statistical information about disability among particular groups—such as people of non-English-speaking background or of Aboriginal and Torres Strait Islander origin—because of sampling errors which arise for small estimates (AIHW 1995, p. 251).

Labour force data

The main source of employment data for people with a disability is the ABS Survey of Disability, Ageing and Carers, 1993.*

Labour force participation is strongly related to the presence of 'handicap' (Table 1.3). Male participation rates are higher than female participation rates. Participation rates for people with no disability and for those with a disability but no handicap are similar, but decrease substantially for those with a handicap.

Table 1.3: Levels of disability and handicap in the Australian labour force, 1993

	Number ('000)	Unemployment rate (%)	Participation rate (%)
Males			
Total labour force	4,980.2	12.5	84.1
No disability	4,398.5	11.8	88.2
Disability without handicap	233.1	13.2	87.5
Disability with handicap	348.7	21.2	52.6
Females			
Total labour force	3,652.5	12.8	62.9
No disability	3,279.1	12.3	65.6
Disability without handicap	129.1	11.4	65.1
Disability with handicap	244.3	20.7	39.9
Persons			
Total labour force	8,632.7	12.7	73.6
No disability	7,677.5	12.0	76.9
Disability without handicap	362.2	12.6	77.9
Disability with handicap	593.0	21.0	46.5

Source: ABS 1993b Survey of Disability, Ageing and Carers, ABS Cat. 4430.0.

Data from the ABS indicated that in July 1996 the average duration of unemployment was 53 weeks. However, the median duration of unemployment (i.e. the point at which half of unemployed persons are above and half are below) was 26 weeks, reflecting the large effect of the long-term unemployed upon the average duration of unemployment (ABS 1996).

For males the average duration of unemployment was 60 weeks for those seeking full-time work and 32 weeks for those seeking part-time work. For females the averages were lower, 55 weeks for those seeking full-time work and 28 weeks for those seeking part-time work (ABS 1996).

People who reported ill health or disability had an average duration of unemployment of 101 weeks for males and 63 weeks for females (ABS 1996).

* There may be discrepancies between some data reported in this survey and the ABS Labour Force Survey because of differences in the survey sample size, the scope rules applied and the complexity of the questions asked to determine labour force status.

1.2 History of employment services in Australia

The Commonwealth *Disability Services Act 1986* established a number of new service types which enabled funding of services to train and support people with disabilities in the open employment market. Before this Act, many people with disabilities were employed in 'sheltered workshops' funded under the *Handicapped Persons Assistance Act 1974*. Sheltered workshops were based on a philosophy of holistic care, where people with disabilities required a full range of services (that is, accommodation, education, recreational, employment and other services) tailored to their special needs. This philosophy sometimes led to people with disabilities being separated from the mainstream community in special schools and sheltered workshops. Sheltered workshops were often large institutions which provided relatively routine and unskilled work for clients (The Roy Morgan Research Centre 1992). The 1986 Act also provided funding for sheltered workshops and other centre-based programs, to modify their practices to convert to industry based supported employment. Despite this incentive, at the end of 1991 only 4% of sheltered employment agencies had transferred to 'approved service types' (Parmenter 1992).

The *Disability Services Act 1986* is based on the philosophy of integration and 'normalisation'. The Act specified a new approach to the employment of people with disabilities. The aim of employment services funded under Section 10 of the Act is to ensure that people with disabilities are employed in the open labour market, have socially valued jobs, and are paid a fair wage (preferably award wage rates). The assumption is that the employment of people with disabilities in open labour market jobs promotes their integration into the mainstream community.

The Commonwealth/State Disability Agreement 1991 (CSDA) realigned Commonwealth and State responsibilities for disability support services in Australia. The agreement sets out the types of disability support services to be provided or funded by Australian governments, and outlines how responsibilities are shared between the Commonwealth Government and the State and Territory governments. Broadly, the Commonwealth is responsible for employment services, with the States and Territories assuming responsibility for accommodation and other support services; both levels of government share responsibility for funding CSDA services and retain some administrative responsibility for advocacy, information and research.

These support services are distinct from 'mainstream' employment services provided by the Department of Employment, Education, Training and Youth Affairs (DEETYA). The CSDA provides services for a particular target group (that is, people with a disability). Although DEETYA also identifies people with a disability as a special target group for assistance in finding a job, DEETYA services do not cover the ongoing support needs of people with a disability.

A majority of the research studies, literature reviews and evaluations about employment models for people with disabilities have been conducted in the United States. The United States appears to use similar models to open employment services in Australia. For details about this see Appendix 1.

An overview of research in the areas of open employment (in Australia) and supported employment (in the United States) is provided in Appendix 1. In general, conclusions cannot be drawn from many of these studies because the sample sizes are very small and may not be representative of the population under examination. These studies are probably best seen as exploratory in nature and as offering some guidance on factors to be examined.

1.3 Types of employment services in Australia

Under the Commonwealth *Disability Services Act 1986* employment services fall into two main categories: open employment services and business services providing supported employment. This approach to disability employment services is intended to cover clients with all types and levels of disability.

Open employment services

In an **open employment service**, clients receive support from a service outlet but are directly employed by another organisation not funded under the Act. This includes Competitive Employment Training and Placement (CETP) services, Individual Supported Job (ISJ) services and some enclave services.

Competitive Employment Training and Placement clients are directly employed by an open labour market public or private employer. CETP services provide clients with initial job-related training and support in the workplace from a support worker or trainer. The aim is that, after an initial period of support, the support worker will gradually withdraw and eventually the client should be fully integrated into the normal workforce, with occasional checks to ensure the job is going smoothly. The target group for these services is people of working age with disabilities who have the capacity to retain employment in the open labour market but who need assistance with training and placement along with minimal ongoing contact after the establishment period. Clients of CETP services are usually people with low levels of disability and also low support needs.

Individual Supported Job services involve clients working for an open employment employer with a support worker assisting in job-related tasks when necessary. To obtain and maintain a job in the competitive workforce, these clients receive training and support over a longer period than CETP clients. Wages may be based on the level of productivity.

Enclaves contain several workers with disabilities who combine to perform the work of a non-disabled person in an open labour market workplace (for example, manufacturing business).

Business services providing supported employment

In business services providing supported employment, clients are employed by the same organisation that provides the employment support. This includes business services, work crews and some enclave services.

Business services are often established to employ clients with disabilities with the expectation that non-disabled people will work with them (for example, a coffee shop or factory). These businesses should be commercially viable, and provide opportunities for integration.

A **work crew** is a group of people with disabilities working together in an itinerant service (for example, a cleaning or gardening service).

The *Disability Services Act 1986* defines supported employment services as activities intended to support the paid employment of persons with disabilities, being persons (a) for whom competitive employment at or above the relevant award wage is unlikely, and (b) who, because of their disabilities, need substantial ongoing support to obtain or retain paid employment. The target group for supported employment services is generally people who have higher levels of disability than clients in competitive employment.

1.4 What open employment services do

Open employment services are made up of a number of different components: community surveys and job analysis, job match and placement, job training, and inter-agency coordination (Jeltes 1991; Tuckerman et al. 1992).

Community surveys and job analysis

These are usually conducted by an employment specialist. They are used to identify potential job sites through phone calls, correspondence and personal contacts with prospective employers. Once identified, potential job sites are further investigated to determine the vocational and social skills necessary for placement in the site.

Job match and placement

Potential employee characteristics are assessed in relation to the job requirements and suitable individuals are encouraged to participate in their own placement selection. This process involves the employment specialist matching information obtained from the community survey and specific job analysis to potential employees' social and vocational skills assessment information to make appropriate job matches.

Job training

Following placement, the employment specialist assists the employee to perform the required job tasks. To complete this successfully the employment specialist (a) conducts a task analysis of the social and vocational aspects of the job, (b) develops training strategies, (c) sets criteria for acceptable performance, (d) teaches the employee to perform the desired work behaviours, and (e) plans for continuance of the performance.

Once job training is complete and the employee is performing the job tasks satisfactorily, follow-up services are provided to assist the individual to maintain the job.

Inter-agency coordination

The ongoing coordination of all services provided by agencies that influence job placement and retention of the supported employee includes: training the employee for job placement, placing the employee in employment, maintaining the placement, and developing skills outside the workplace that promote continued employment in the placement (for example, social skills and travel training).

1.5 NIMS data system and its development

History

The National Information Management System (NIMS) for open employment services in Australia collates national data on open employment services for people with a disability and on clients of these services.

System development was initiated in 1992 by service providers wishing to enhance their own information management systems, to be able to exchange data with one another and to satisfy national statistical reporting requirements. The (then) Department of Human Services and Health supported a study, resulting in a proposal for the system and the data to be included in it. In mid-1994 the Australian Institute of Health and Welfare was invited to become involved with the implementation of the system. After a brief cycle of finalising development, testing and training, the system began on 1 January 1995, with the Institute as Data Manager and an independent Industry Development Manager representing service providers in the ongoing use and development of the system.

As 1995 was the first year of operation of the NIMS system there have been some problems with the consistent application of data definitions and categories among the large number of agencies, and in some cases with the accurate recording of information. However, the quality of the data has continually improved with each quarterly collection. For this report some adjustments have been made to particular data items and these are detailed in Appendix 2.

System outline and objectives

Agencies are provided with a computerised system comprising software, standardised definitions and data items relating to clients (demographic, disabilities, current job, job history), agency sites (location, number of staff, staff activities), and employers (location, type of industry).

The system tracks service users through the service, monitoring their progression through different phases (applicant, job seeker, worker, independent worker). Data are entered into the system by the agency on a regular basis. Anonymised client data are sent to the Institute, with the permission of clients, on a quarterly basis and uploaded into a central database.

At 31 December 1995, the system was installed at 244 sites.

The objectives of the National Information Management System (NIMS) computer system are:

- to enable agencies to collect and manage information about their services, its resources and its clients with a goal to improving service quality and client outcomes;
- to provide the Department of Health and Family Services (the Department) with all the statistical information required (apart from financial accountability data) about employment services funded under the *Disability Services Act 1986*; and
- to enable the Australian Institute of Health and Welfare to support these objectives and fulfil its own charter to develop, analyse and disseminate national statistics on disability services.

A tripartite system

One of the innovative features of the system is that there are three parties involved: the Industry Development Manager, the Department of Health and Family Services, and the Australian Institute of Health and Welfare.

The Industry Development Manager is a recent service provider who is responsible for helping agencies use the data, in particular to improve services and outcomes for clients. The

manager liaises with agencies about the system and its correct use, advises on its use, and notes any need for system, data or report changes.

The Department of Health and Family Services is responsible for national policy on employment services for people with a disability, and funds all the open employment services on the NIMS system, as well as approximately an additional 500 other employment services, chiefly sheltered employment services. Project officers in the State offices of the Department are key users of the data from the NIMS system.

The Institute, as Data Manager, is responsible for administering a central database of all data from the agencies, the collation, analysis and reporting of the data, and for ensuring the integrity and confidentiality of all data received, in line with its legislative responsibilities. This role is consistent with the Institute's legislative charter to develop, collate, analyse and disseminate national data on community services. Specific system responsibilities include:

- routine management including the routine receipt of data from agencies on a quarterly basis, checking their validity, liaising with agencies to resolve any problems, and uploading data to the Institute's NIMS central database.
- data analysis and dissemination, including producing and distributing a wide range of data from the central database; feedback 'briefs' to agencies are published quarterly; data in electronic form are produced quarterly for the Department and the Industry Development Manager.
- routine system review and development as well as advice on possible longer term development of the system.

The data analysis in this report has been devised in cooperation with the Industry Development Manager and the Department.

2 Service providers

2.1 Open employment site numbers

At the end of 1995 there were 244 open employment sites using the NIMS system. The information presented in this report refers to data obtained from 228 sites (or 93% of the total 244 sites). Data from the remaining 16 sites had either not been received or arrived too late to be included in the 1995 database.

The number of sites does not exactly equal the number of open employment agencies, as some agencies use more than one copy of the NIMS system because they operate from different sites and several agencies use one system to record data from multiple outlets.

In 1995 open employment sites existed in every State and Territory in Australia. The larger States (i.e. New South Wales, Victoria and Queensland) tended to have more open employment services and the smaller States and Territories fewer (i.e. Australian Capital Territory, Northern Territory and Tasmania).

Table 2.1: Number of open employment sites by State and Territory, 1995

State	Number	Per cent
New South Wales	71	31.1
Victoria	56	24.6
Queensland	54	23.7
Western Australia	28	12.3
South Australia	7	3.1
Tasmania	4	1.8
Australian Capital Territory	5	2.2
Northern Territory	3	1.3
Total	228	100.0

Note: The number of sites equals the number of NIMS software systems installed.

Open employment sites were found in different locations around Australia. They operated in urban, rural and remote settings. The majority of sites were in urban locations (66%), approximately one-third in rural areas, and a very small number of services in remote locations.

Table 2.2: Number of sites by location, 1995

Location	Number	Per cent
Urban	150	65.8
Rural	69	30.3
Remote	9	3.9
Total	228	100.0

Note: Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.

2.2 Staff numbers

The number of staff employed in an open employment service varied widely. During 1995 there were approximately 1,476 equivalent full-time staff working in services across Australia (including 42 who received no wages). There were 1,148 paid support staff, with an average of 5 per site and 286 paid administration staff, with an average of 1 per site.

Table 2.3: Number of equivalent full-time staff, 1995

	Paid staff		Unpaid staff		Total staff
	Support	Administration	Support	Administration	
Range (per site)	0.3–19.0	0.1–5.5	0.0–8.0	0.0–1.3	
Total	1147.9	285.5	28	14.4	1475.8
<i>Average (per site)</i>	<i>5.1</i>	<i>1.3</i>	<i>0.1</i>	<i>0.1</i>	

Note: Two sites have missing staff number information.

Over 87% of open employment services employed between one and ten equivalent full-time support staff (Table 2.4). Approximately one-third of sites had one to three support staff and another third had five to ten support staff.

Approximately 60% of sites employed between one and three administration staff (138 from 226), and 35% had less than one equivalent full-time administration position (80 from 226).

The most frequent combination of support and administration staff was 5 to 10 support staff and 1 to 3 administrative staff (61 of 226 or 27%).

Table 2.4: Number of sites: equivalent full-time (EFT) paid staff, support and administration

EFT paid support	EFT paid administration				Total	% Total
	<1	1–3	3.1–5	5.1–10		
<1	7	3	—	—	10	4.4
1–3	46	32	—	—	78	34.6
3.1–5	19	31	—	—	50	22.1
5.1–10	7	61	1	—	69	30.5
10.1–15	1	10	3	—	14	6.2
>15	—	1	3	1	5	2.2
Total	80	138	7	1	226	100.0

Note: Two sites have missing staff number information.

The equivalent full-time paid support staff and the equivalent full-time paid administration staff were added together to calculate the equivalent full-time paid staff numbers (Table 2.5). The total number of equivalent full-time unpaid staff was similarly calculated.

The number of equivalent full-time paid staff ranged from 1.0 to 24.5, with an average of 6.3 paid staff per site. Nearly 40% of sites had 5 to 10 paid staff, 25% between 1 and 3 paid staff and 20% between 3 and 5 equivalent full-time paid staff.

Unpaid staff ranged from 0 to 8 equivalent full-time positions, with an average of 0.2 unpaid staff per site. Over 90% (210 of 226) of open employment sites had less than one full-time equivalent unpaid staff member.

Table 2.5: Number of sites: distribution of paid and unpaid staff, 1995

Total paid staff	Total unpaid staff				% Total
	<1	1-3	5.1-10	Total	
1-3	51	5	—	56	24.7
3.1-5	44	2	—	46	20.4
5.1-10	83	4	—	87	38.5
10.1-15	21	3	1	25	11.1
>15	11	—	1	12	5.3
Total	210	14	2	226	100.0

Note: Two sites have missing staff number information.

2.3 Staff and client numbers

Table 2.6 illustrates the relationship between the total number of equivalent full-time staff (both paid and unpaid) and the number of clients per site (see also Figure 2.1).

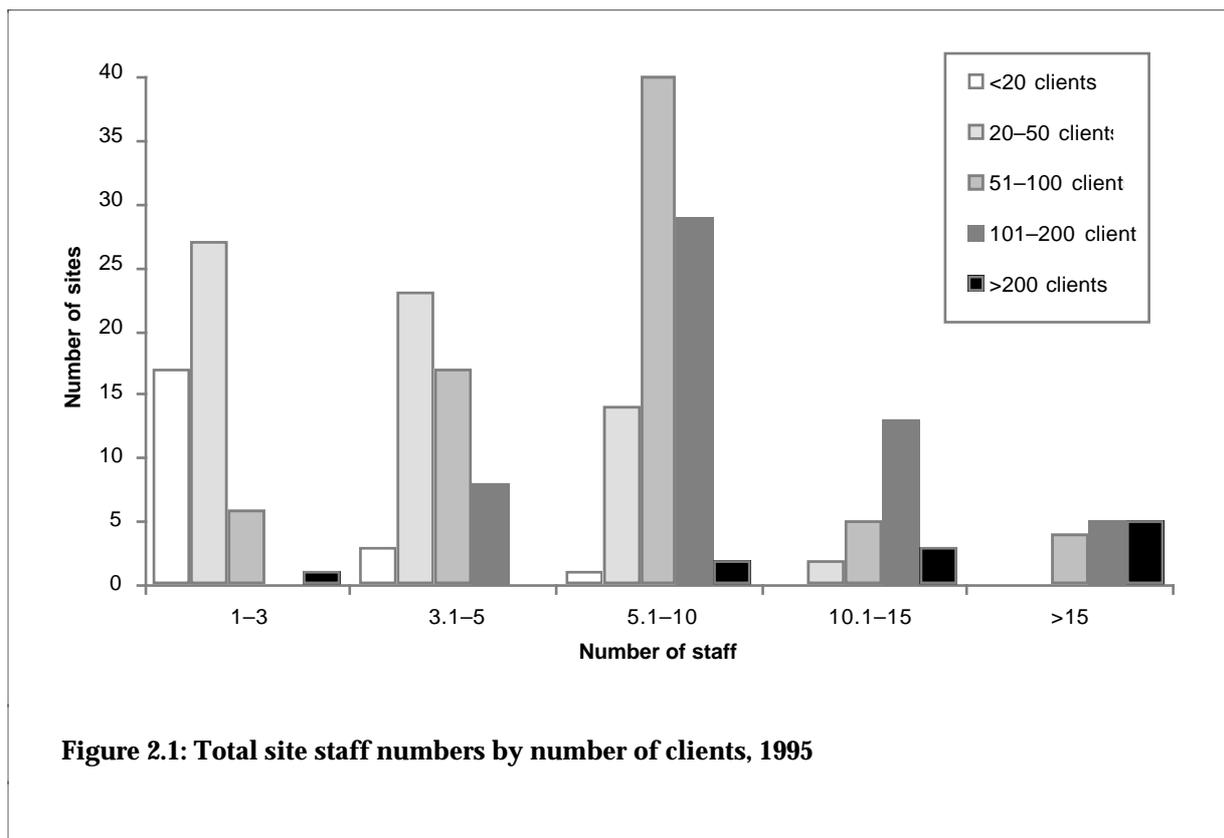
The total number of staff ranged from 1 to 25, with a mean of 6.5 equivalent full-time staff (paid and unpaid) per site.

Client numbers ranged from 5 to 310, with a mean of 81.6 clients per site. A third of sites had 51 to 100 clients, 29% had 20 to 50 clients and approximately a quarter of sites had between 101 to 200 clients. The most common combinations of the number of staff and the number of clients were: 40 sites with 5 to 10 staff and 51 to 100 clients, and 29 sites with 5 to 10 staff and 101 to 200 clients. These two combinations accounted for 30% (69 from 227) of open employment sites. A further 22% (50) of sites had 20 to 50 clients and either 1 to 3 staff or 3 to 5 staff.

Table 2.6: Sites: total site staff numbers by number of clients, 1995

All staff	Number of clients					Total	% Total
	<20	20-50	51-100	101-200	>200		
1-3	17	27	6	—	1	51	22.5
3.1-5	3	23	17	8	—	51	22.5
5.1-10	1	14	40	29	2	87	38.3
10.1-15	—	2	5	13	3	22	9.7
>15	—	—	4	5	5	14	6.2
Unknown	—	1	—	—	1	2	0.9
Total	22	66	72	55	12	227^(a)	100.0

(a) One site included in the database had no clients in support during 1995.



2.4 Service type

The majority of clients had received competitive employment, training and placement (CETP) services (67%) (Table 2.7). A CETP service specialises in job placements which assist people with a disability obtain and retain paid employment in the open labour market, generally with full award wages and conditions. Most CETP services find regular jobs for their clients and then provide an initial period of intensive on-the-job training followed by a lower level of maintenance support. CETP services generally receive a standard rate of funding.

Approximately 25% of clients had received individual supported job (ISJ) services. The ISJ model of service operates in a similar way to a CETP service. However, it generally supports people with higher support needs who would not be able to compete in open employment for full award or productivity-based wages without ongoing support. The funding rate for an ISJ service is generally higher than that for a CETP service, which reflects that ISJ services generally cater for people with ongoing and significant support requirements.

The Supported Wage System (SWS) is administered by the Commonwealth Department of Health and Family Services. It is aimed at opening up job opportunities in the open workforce for people with a disability who are unable to obtain or maintain employment due to the effects of their disability on productivity within the workplace.

Under SWS the productivity of eligible workers is assessed against that of other workers in the workplace who undertake the same (or similar) job and receive full award wages. Following assessment, SWS workers may be employed at a wage equal to the assessed level of productivity (e.g. a person assessed as being 70% productive may be employed at 70% of the full award wage). Funds are available to meet the cost of assessment, on-the-job training and support, and necessary modifications to the workplace.

Table 2.7: Service type, 1995

Funding type	Number	Per cent
CETP	12,394	66.9
ISJ	4,612	24.8
Other	1,164	6.3
Supported Wage System	239	1.3
Missing	118	0.7
Total	18,527	100.0

2.5 Open employment sites and predominant disability types

All clients of an open employment service have their primary disability type recorded. There are nine different primary disability groups (intellectual/learning, physical, acquired brain injury, deaf and blind, vision, hearing, speech, psychiatric, and neurological). A client is recorded as having only one primary disability (although the NIMS system also records information on one secondary disability type).

The information in Table 2.8 was calculated to determine whether open employment sites tend to specialise in a particular primary disability group, or cater for mixed primary disability groups.

Sites could be grouped into three broad categories:

- those that had 75% or more of their clients with a particular primary disability type (e.g. the group titled 'intellectual/learning $\geq 75\%$ ');
- those where the most common primary disability type occurred for 25–74% of clients (e.g. the group titled 'neurological 25–74%'); and
- of the remainder with a mixed clientele, those with 50% or more of clients with primary disability type 'intellectual/learning' and those with less than 50% of clients with primary disability type 'intellectual/learning'.

Table 2.8 illustrates the number of sites in each category and the number of clients who had received support during 1995, and the average number of clients per site. Just over 40% (7,470) of clients were attending an open employment service with 75% or greater from a particular primary disability group, and 20% of clients were using a site with 25%–74% from a particular primary disability group. The average number of clients per site varied from small sites with 28 to 37 clients (for site groups hearing $\geq 75\%$, neurological $\geq 75\%$, physical $\geq 75\%$, acquired brain injury 25%–74% and neurological 25%–74%), to large sites with more than 100 clients (for site groups vision $\geq 75\%$, intellectual/learning $\geq 50\%$ and psychiatric 25%–74%).

Almost half (47%) of the clients who had the primary disability type 'intellectual/learning' were receiving services from a site that had 75% or more of its clients with the disability type 'intellectual/learning'. The same is true for clients with the primary disability type 'vision'. Of clients with the primary disability type 'psychiatric', 40% attended an open employment service where 75% or more of the clients had a primary disability 'psychiatric'. Clients with other disability types tended to be receiving services in sites catering for a wider mixture of disability types.

Table 2.8: Sites grouped by client primary disability type: numbers of sites and clients, 1995

Type of site—grouping according to clients' disability type	Number of site clients	Total clients per site	Intellectual/learning		Physical		Acquired brain injury		Deaf & blind		Vision		Hearing		Speech		Psychiatric		Neurological		
			n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n
Predominate disability type (≥75%)																					
Intellectual/learning ≥75%	73	5,277	72	4,776	47.0	171	7.7	65	10.0	0	0.0	40	4.6	70	10.5	3	4.8	81	2.5	71	11.5
Physical ≥75%	8	287	36	13	0.1	267	12.0	—	—	—	—	—	—	1	0.2	—	—	2	0.1	4	0.7
Vision ≥75%	2	437	219	—	—	—	—	—	—	2	10.0	429	49.8	—	—	6	9.5	—	—	—	—
Hearing ≥75%	2	55	28	2	—	—	—	—	—	—	—	—	—	53	7.9	—	—	—	—	—	—
Psychiatric ≥75%	20	1,385	69	18	0.2	28	1.3	6	0.9	—	—	—	—	3	0.5	2	3.2	1,316	40.7	12	1.9
Neurological ≥75%	1	29	29	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	29	4.7
Subtotal	106	7,470	75.5	4,809	47.3	466	21	71	10.9	2	10.0	469	54.4	127	19.1	11	17.5	1,399	43.3	116	18.8
Substantial proportion of disability type (25–74%, not Intellectual/learning)																					
Physical 25–74%	14	995	71	294	2.9	351	15.7	49	7.5	6	30.0	44	5.1	75	11.2	13	20.6	116	3.6	47	7.6
ABI 25–74%	4	145	36	44	0.4	31	1.4	57	8.7	—	—	3	0.4	—	—	—	—	6	0.2	4	0.7
Psychiatric 25–74%	23	2,284	99	774	7.6	350	15.7	91	14.0	3	15.0	81	9.4	94	14.1	12	19.1	806	24.9	73	11.8
Neurological 25–74%	4	146	37	62	0.6	7	0.3	3	0.5	—	—	6	0.7	4	0.6	—	—	14	0.4	50	8.1
Subtotal	45	3,570	60.8	1,174	11.5	739	33.1	200	30.7	9	45.0	134	15.6	173	25.9	25	39.7	942	29.1	174	28.2
Other																					
Intellectual/learning ≥50%	59	5,962	101	3,551	34.9	784	35.1	286	43.9	7	35.0	171	19.8	253	37.8	21	33.3	664	20.5	225	36.3
Intellectual/learning <50%	17	1,513	89	630	6.2	243	10.9	95	14.6	2	10.0	88	10.2	116	17.3	6	9.5	228	7.1	105	16.9
Total	227	18,515	82	10,164	100.0	2,232	100.0	652	100.0	20	100.0	862	100.0	669	100.0	63	100.0	3,233	100.0	620	100.0

3 Clients: characteristics and job profiles

3.1 Client characteristics

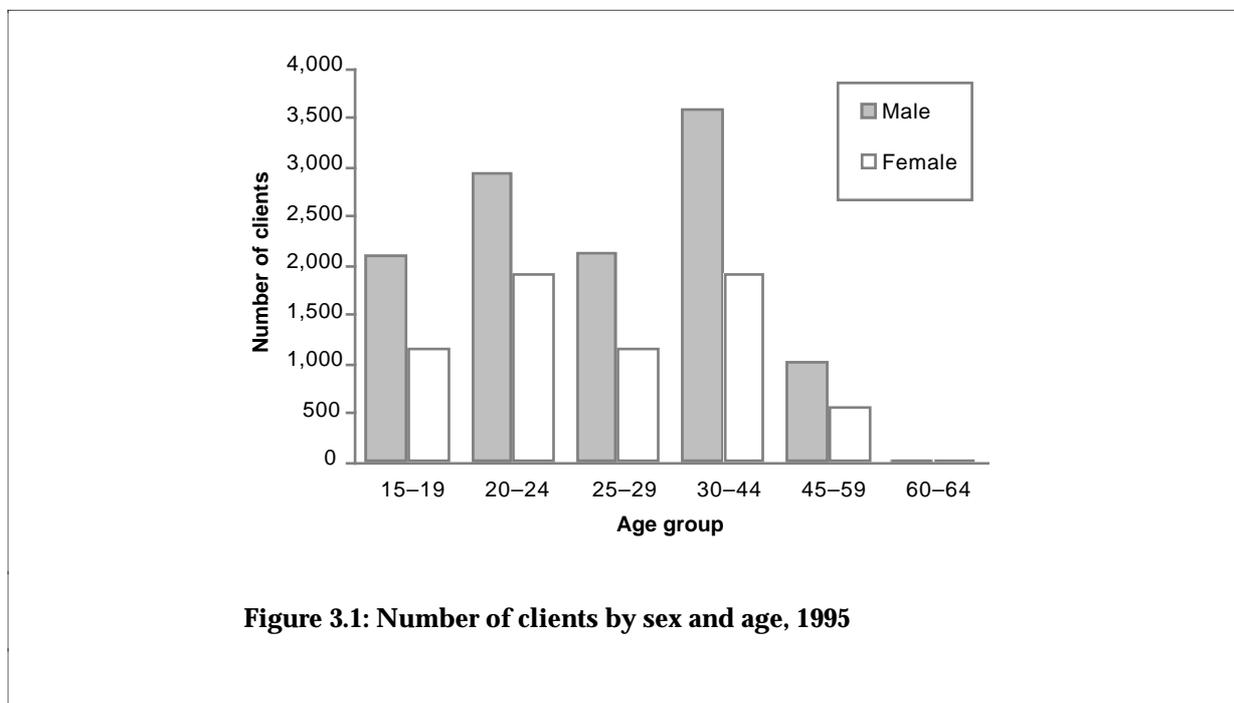
A total of 18,527 clients had received support between 1 January 1995 and 31 December 1995. Approximately two-thirds of these clients were male and one third female (Table 3.1, Figure 3.1).

The age of the clients ranged from 15 years to 64 years, with an average age of 28.8 years. The age distribution of males and females was similar. The majority of clients were aged between 15 years and 44 years (16,869 or 91%).

Table 3.1: Number of clients by sex and age, 1995

Age	15–19		20–24		25–29		30–44		45–59		60–64		Total ^(a)	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Male	2,090	17.7	2,932	24.8	2,131	18.0	3,597	30.4	1,020	8.6	25	0.3	11,837	63.9
Female	1,157	17.3	1,902	28.4	1,156	17.3	1,904	28.5	545	8.1	11	0.2	6,690	36.1
Total	3,247	17.5	4,834	26.1	3,287	17.7	5,501	29.7	1,565	8.4	36	0.3	18,527	100.0

(a) Includes 5 clients aged 65–69 and 52 clients for whom age was unknown.



Over 50% of the clients had the primary disability type 'intellectual/learning' (Table 3.2, Figure 3.2). The primary disability type 'psychiatric' accounted for 18% of clients and 'physical' for 12%.

The frequency of assistance for activities of daily living (ADL assistance) required by a client is categorised as 'none', 'occasional', 'frequent' or 'continual'. It refers to the frequency of assistance required in the areas of self-care, mobility and/or verbal communication. (In NIMS this is called 'level of support required' but has been renamed in this report to avoid confusion with the support the client received from an open employment agency.)

Approximately two-thirds of clients required none or occasional ADL assistance (12,674 from 18,527 or 68%), and 10% required continual ADL assistance (1,884 from 18,527). People with a psychiatric disability were most likely to have required no ADL assistance (1,551 from 3,233 or 48%), and people with a vision disability were most likely to have required occasional ADL assistance (Figure 3.2).

Table 3.2: Number of clients by primary disability type and frequency of ADL assistance^(a), 1995

	None	Occasional	Frequent	Continual	Not specified	Total	%
Acquired brain injury	249	182	155	65	—	652	3.5
Deaf and blind	6	4	3	7	—	20	0.1
Hearing	202	264	139	64	—	669	3.6
Intellectual / learning	3,783	2,942	2,289	1,147	3	10,164	54.9
Neurological	231	217	107	65	—	620	3.3
Physical	740	809	465	218	—	2,232	12.0
Psychiatric	1,551	760	669	252	1	3,233	17.5
Speech	17	24	15	7	—	63	0.3
Vision	180	504	119	59	—	862	4.7
Not specified	6	3	—	—	3	12	0.1
Total	6,965	5,709	3,961	1,884	7	18,527	100.0

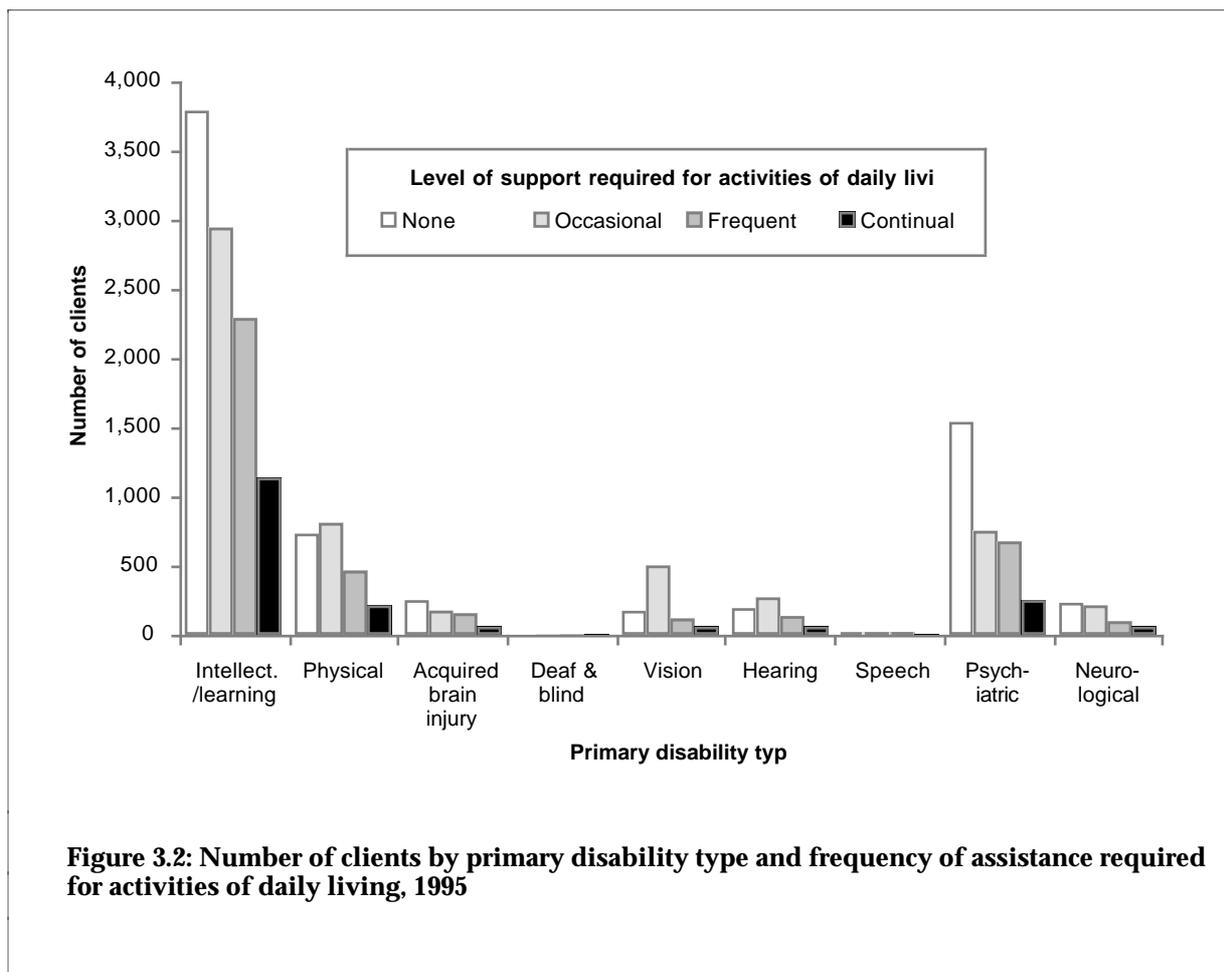
(a) Frequency of assistance required in the areas of daily living, i.e. self-care, mobility and/or verbal communication (called 'level of support required' in the NIMS data dictionary).

The large majority of clients had a primary disability that was not episodic (83%; Table 3.3). The primary disability type most likely to be episodic in nature was psychiatric (75% being episodic). Apart from the disability type 'neurological', all other primary disability types tended not to be episodic (with fewer than 15% being episodic).

Table 3.3: Number of clients receiving support by primary disability and whether episodic, 1995

	Episodic		Not episodic		All	
	n	%	n	%	n	%
Acquired brain injury	51	7.8	601	92.2	652	3.5
Deaf and blind	1	5.0	19	95.0	20	0.1
Hearing	11	1.6	658	98.4	669	3.6
Intellectual / learning	228	2.2	9,936	97.8	10,164	54.9
Neurological	284	45.8	336	54.2	620	3.3
Physical	202	9.1	2,030	90.9	2,232	12.0
Psychiatric	2,422	74.9	811	25.1	3,233	17.5
Speech	9	14.3	54	85.7	63	0.3
Vision	13	1.5	849	98.5	862	4.7
Not specified	—	—	8	100.0	12 ^(a)	0.0
Total	3,221	17.4	15,302	82.6	18,527	100.0

(a) Includes 4 clients for whom the episodic nature of the primary disability was also not specified.



Only 23% of clients had another significant disability in addition to their primary disability type (Table 3.4).

Table 3.4: Presence of other disability, 1995

Other disability	Number	Per cent
Yes	4,251	22.9
No	14,276	77.1
Total	18,527	100.0

Nearly 6% of clients were of non-English-speaking background, as determined by having a preferred spoken language other than English (Table 3.5).

Table 3.5: Number of clients by non-English-speaking background, 1995

Non-English-speaking background	Number	Per cent
Yes ^(a)	1,021	5.5
No	17,506	94.5
Total	18,527	100.0

(a) Preferred spoken language other than English.

A small number of clients (360 or 2%) were recorded as being of Aboriginal, Torres Strait Islander or South Sea Islander origin. The proportions of Aboriginal and Torres Strait Islanders was similar to that in the general population (ABS 1995).

Table 3.6: Number of clients by origin

Origin	Number	Per cent
Aboriginal	306	1.7
Torres Strait Islander	10	0.1
South Sea Islander	44	0.2
Not Aboriginal, Torres Strait Islander or South Sea Islander	16,785	90.6
Not known	1,382	7.4
Total	18,527	100.0

Disability panel status at the end of 1995

The Disability Reform Package, introduced in 1991, was designed to increase employment opportunities for people with a disability, among other things. Disability panels were set up nationally to assess and refer people with a disability to appropriate rehabilitation, training, education, labour market or job search services, and to coordinate delivery of services.

A disability panel can invite a Department of Social Security income-support recipient with a disability to meet the panel who will formulate the plan with them and then refer the person to a service. This is a *referral*. Alternatively, clients may be referred by a third party or may refer themselves to a service. The service would then develop the activity plan and send it to the panel for approval. This is an *endorsement*. A *rejection* occurs when an application is not accepted by the panel.

At the end of 1995 approximately 60% (11,089 of 18,527) of clients had been through the disability panel process (Table 3.7). Almost 11% were referred by the panel, 49% endorsed and less than 1% rejected. Approximately 40% of clients had not been through the disability panel process and thus had not been referred, endorsed or rejected.

Table 3.7: Clients by disability panel status, 1995

Disability panel status ^(a)	Number	Per cent
Referred	1,972	10.6
Endorsed	9,117	49.2
Rejected	99	0.5
Not referred, endorsed or rejected	7,332	39.6
Not specified	7	—
Total	18,527	100.0

(a) Status at end of 1995.

The pattern of referral, endorsement and rejection by the disability panel varied a little depending on the age of the client (Table 3.8). Referral was more likely for younger clients. Once at the disability panel the outcome was similar, regardless of the client's age.

Table 3.8: Clients: disability panel status by age, 1995

Panel status	15–19		20–24		25–29		30–44		45–59		60–64		Total ^(a)	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Referred	445	13.7	520	10.8	315	9.6	543	9.9	140	8.9	2	5.6	1,972	10.60
Endorsed	1,485	45.7	2,579	53.4	1,606	48.9	2,703	49.1	715	45.7	16	44.4	9,117	49.20
Rejected	14	0.4	22	0.5	13	0.4	33	0.6	15	1.0	2	5.6	99	0.50
Not referred	1,303	40.1	1,713	35.4	1,350	41.1	2,221	40.4	695	44.4	16	44.4	7,332	39.60
Other	—	—	—	—	3	0.1	1	0.0	—	—	—	—	7	0.00
Total	3,247	100.0	4,834	100.0	3,287	100.0	5,501	100.0	1,565	100.0	36	100.0	18,527	100.0

(a) Includes 5 clients aged 65–69 and 52 clients for whom age was unknown.

At the end of 1995 the disability panel status showed a very similar pattern for males and females (Table 3.9).

Table 3.9: Clients: disability panel status by sex, 1995

Disability panel status	Male		Female		All	
	n	%	n	%	n	%
Referred	1,304	11.0	668	10.0	1,972	10.6
Endorsed	5,782	48.8	3,335	49.9	9,117	49.2
Rejected	60	0.5	39	0.6	99	0.5
Not referred, endorsed or rejected	4,685	39.6	2,647	39.6	7,332	39.6
Not known	6	0.0	1	0.0	7	0.0
Total	11,837	100.0	6,690	100.0	18,527	100.0

The disability panel status at the end of 1995 appeared to differ slightly depending on the primary disability type. At the end of 1995 approximately 10% of each primary disability group had been referred to the disability panel. Clients with an acquired brain injury had the highest level of referral (16%) and clients with a vision disability the lowest (6%). Regardless of the primary disability, approximately 50% of clients had been endorsed by a disability panel. People with a vision (44%) or a psychiatric (43%) disability as their primary disability were most likely to be neither referred nor endorsed, and those with an acquired brain injury were the least likely (31%). The two least frequent disability type groups (deaf and blind, and speech) have patterns that differ from the other groups. However, because of the small number of clients in each of these groups the results may not be reliable.

Table 3.10: Clients: disability panel status by primary disability type, 1995

Disability panel status	Intellectual/ learning		Physical		Acquired brain injury		Deaf and blind		Vision	
	n	%	n	%	n	%	n	%	n	%
Referred	1,104	10.9	245	11.0	106	16.3	3	15.0	57	6.6
Endorsed	5,041	49.6	1,148	51.4	335	51.4	12	60.0	418	48.5
Rejected	34	0.3	11	0.5	6	0.9	—	—	5	0.6
Not referred	3,982	39.2	828	37.1	204	31.3	5	25.0	382	44.3
Not known	3	0.0	—	—	1	0.2	—	—	—	—
Total	10,164	100.0	2,232	100.0	652	100.0	20	100.0	862	100.0

(continued)

Table 3.10 (continued): Clients: disability panel status by primary disability type, 1995

Disability panel status	Hearing		Speech		Psychiatric		Neurological		All ^(a)	
	n	%	n	%	n	%	n	%	n	%
Referred	71	10.6	5	7.9	319	9.9	60	9.7	1,972	10.6
Endorsed	330	49.3	26	41.3	1,509	46.7	298	48.1	9,117	49.2
Rejected	11	1.6	1	1.6	27	0.8	4	0.6	99	0.5
Not referred	257	38.4	31	49.2	1,378	42.6	258	41.6	7,332	39.6
Not known	—	—	—	—	—	—	—	—	7	0.0
Total	669	100.0	63	100.0	3,233	100.0	620	100.0	18,527	100.0

(a) Includes 12 clients for whom primary disability type was not specified.

The NIMS system is based on a model where each client is in a phase of service receipt. There are five phases: applicant (client's name has been placed on the agency waiting list), job seeker (client is receiving support to prepare for employment), worker (client is working in an open or supported job receiving support from the agency), independent worker (client is working in a job but not receiving support to maintain the job), and inactive client (client in the system but presently not receiving any support and client record has been put on hold).

The majority of clients attending open employment services at the end of 1995 were either in the job-seeker phase (7,561 or 41%) or the worker phase (6,123 or 33%) (Table 3.11).

At the end of 1995 job seekers and workers had very similar patterns of disability panel status, with approximately half in each group being endorsed, and one-third being neither referred or endorsed. Applicants had a different pattern and were most likely to be not referred (1,021 from 1,729 or 59%); a one-quarter had been endorsed by a disability panel. Independent workers also had a different pattern of disability panel status from job seekers and workers, being more likely to be in the 'not referred, endorsed or rejected' group (305 from 627 or 49%) and less likely to be endorsed (276 from 627 or 44%).

Table 3.11: Clients: disability panel status by phase , 1995

Disability panel status	Inactive	Applicant	Job seeker	Worker	Independent worker	All
Referred	284	230	856	562	40	1,972
Endorsed	1,162	470	3,910	3,299	276	9,117
Rejected	18	8	34	33	6	99
Not referred	1,017	1,021	2,760	2,229	305	7,332
Not known ^(a)	—	—	1	—	—	7
Total	2,481	1,729	7,561	6,123	627	18,527

(a) Includes 6 clients for whom phase was also not recorded.

3.2 Profile of jobs

During 1995 there were 11,529 jobs held by clients during the time they were in support. These were jobs in the open employment market with a contract of employment between the client and the employer. Unless otherwise stated, in this report only jobs in this category are included in tables and analyses. During 1995 clients with support were also involved in 978 work experience trials. These occur where an individual is placed in a job, usually without an expectation of ongoing work and often receiving no payment of wages. These are examined separately in Section 3.2.

There were some people included in the NIMS database who did not receive any support during 1995 but who were recorded as having a job during 1995. Presumably these people received support from an open employment agency prior to 1995. Such workers without open employment agency support are discussed in Section 3.4, but otherwise their jobs are not included in any further analyses (see Appendix A2.1 for a description of the total NIMS database).

Nearly half (48.2% or 8,924) of all clients had at least one job during the time they were in support. Of these working clients about 79% had only one job, about 16% had two jobs and the remaining 5% had three or more jobs (Table 3.12). One person had 14 jobs during 1995.

Table 3.12: Number of jobs per client during 1995

Number of jobs	Number of clients	Percentage of clients	Percentage of workers
None (non-workers)	9,603	51.8	—
One	7,039	38.0	78.9
Two	1,416	7.6	15.9
Three	323	1.7	3.6
Four	91	0.5	1.0
Five	31	0.2	0.4
Six	14	0.1	0.2
Seven	5	0.0	0.1
Eight or more ^(a)	5	0.0	0.1
<i>Total with jobs ('workers')</i>	<i>8,924</i>	<i>48.2</i>	<i>100.0</i>
<i>Total number of jobs</i>	<i>11,529</i>		
Total clients	18,527	100.0	

(a) Three workers had 8 jobs, one had 13 jobs and one had 14 jobs.

The industries that jobs were most commonly found in were manufacturing (16%) and retail trade (13%) (Table 3.13, Figure 3.3).

Table 3.13: Jobs by type of industry, 1995

Industry	Number of jobs	Per cent
Agriculture, forestry and fishing	709	6.2
Mining	24	0.2
Manufacturing	1,836	15.9
Electricity, gas and water supply	43	0.4
Construction	178	1.5
Wholesale trade	427	3.7
Retail trade	1,526	13.2
Clothing/textiles/footwear	167	1.5
Hospitality	937	8.1
Fast food	589	5.1
Transport and storage	241	2.1
Communication services	203	1.8
Finance and insurance	95	0.8
Property and business services	447	3.9
Government/defence	581	5.0
Education	329	2.9
Health and community services	1,016	8.8
Cultural and recreational services	233	2.0
Personal and other services	692	6.0
Other	1,199	10.4
Not stated	57	0.5
Total	11,529	100.0

The majority of jobs were in the occupation group labourers/workers (65%). The other large groups were clerks (12%) and sales/personal service staff (11%) (Table 3.14, Figure 3.4).

Table 3.14: Jobs by occupation group, 1995

Occupation group	Number of jobs	Per cent
Managers	31	0.3
Professionals	181	1.6
Para-professionals	163	1.4
Trades persons	757	6.6
Clerks	1,415	12.2
Sales/personal service staff	1,272	11.0
Plant and machine operators and drivers	184	1.6
Labourers/workers	7,508	65.1
Missing	18	0.2
Total	11,529	100.0

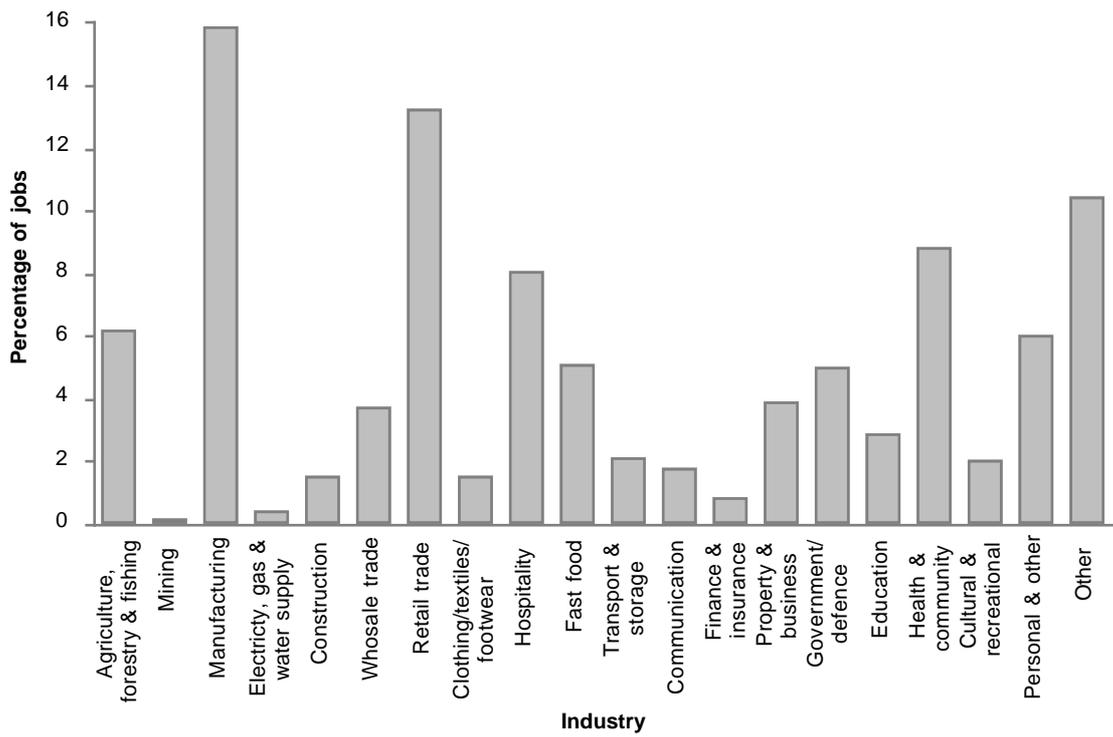


Figure 3.3: Percentage of jobs by industry, 1995



Figure 3.4: Percentage of jobs by occupation group, 1995

Most jobs (64%) were on a permanent regular basis (Table 3.15, Figure 3.5). A 'regular' job is one where the hours worked are regular and predictable. An 'irregular' job indicates that the hours worked may vary considerably.

Table 3.15: Jobs by employment basis, 1995

Employment basis	Number of jobs	Per cent
Permanent regular	7,395	64.1
Temporary regular	1,491	12.9
Permanent irregular	1,267	11.0
Temporary irregular	945	8.3
Temporary seasonal	268	2.3
Permanent seasonal	163	1.4
Total	11,529	100.0

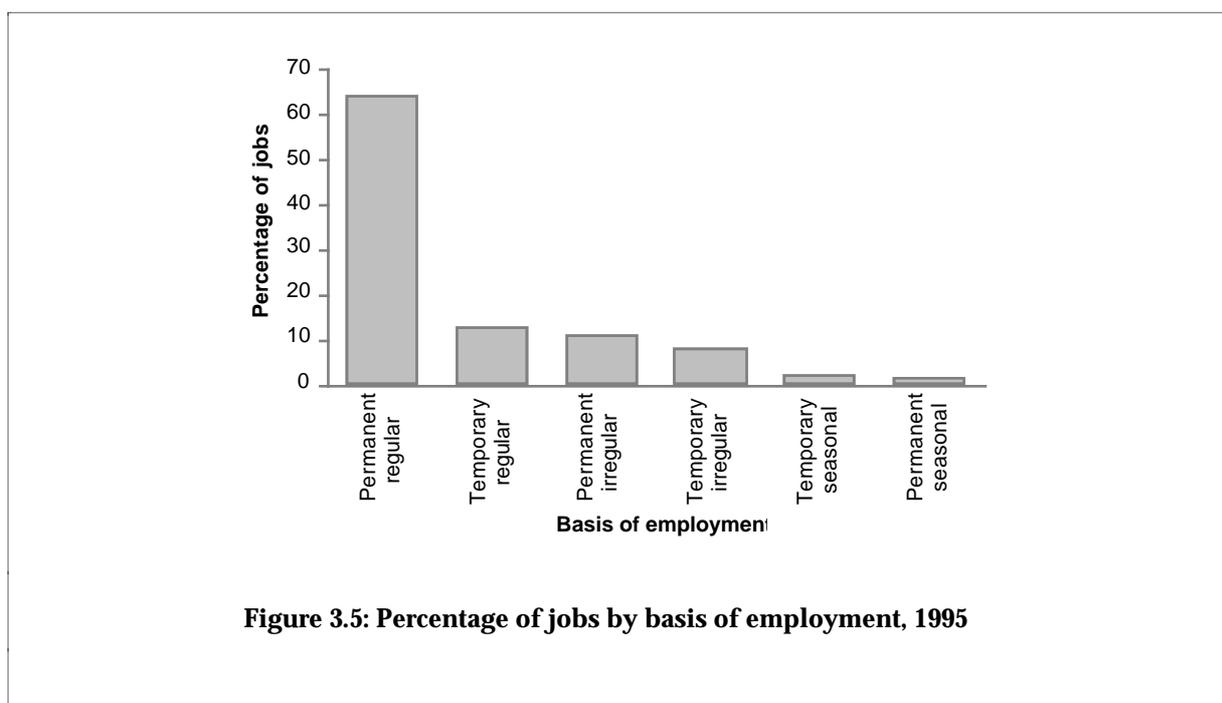


Figure 3.5: Percentage of jobs by basis of employment, 1995

From the total of 11,529 jobs that had been given support during 1995, 65% (7,437) were current at the end of 1995. The duration of these jobs ranged from a minimum of one day to a maximum of 44.9 years, with an average of 74.2 weeks. Many (2,652 or 36%) of these current jobs had a duration of six months or less at the end of 1995. One-fifth (1,448) of the current jobs had a duration of two years or longer (Table 3.16).

Table 3.16: Duration of ongoing jobs as at the end of 1995

Job duration	Number of jobs	Per cent
<3 months	1,358	18.3
3–6 months	1,294	17.4
6–9 months	886	11.9
9–12 months	903	12.1
12–18 months	896	12.1
18–24 months	649	8.7
24–36 months	599	8.1
>36 months	849	11.5
Not known	3	0.0
Total	7,437	100.0

Approximately one-third of the jobs that had been given support during 1995 had ended by the end of 1995. These 4,092 completed jobs had ranged from a minimum of one day to a maximum of 21 years duration, with an average of 28.1 weeks. Over half these jobs had a duration of less than three months, and 5% (222) a duration of over 2 years (Table 3.17, Figure 3.6).

Table 3.17: Duration of completed jobs, 1995

Job duration	Number of jobs	Per cent
<3 months	2,200	53.8
3–6 months	782	19.1
6–9 months	372	9.1
9–12 months	199	4.9
12–18 months	215	5.3
18–24 months	102	2.5
24–36 months	111	2.7
>36 months	110	2.7
Not known	1	0.0
Total	4,092	100.0

The most common reasons for these 4,092 jobs ending were: resigned for reasons other than career development (29%), and employment contract completed (21%) (Table 3.18).

Table 3.18: Completed jobs by reason for job ending, 1995

Reason for job ending	Number of jobs	Per cent
Retrenched	572	14.0
Dismissed	571	14.0
Resigned—career development	432	10.6
Resigned—other	1,194	29.2
Work experience/work trial	285	7.0
Employment contract completed	848	20.7
Not known	190	4.6
Total	4,092	100.0

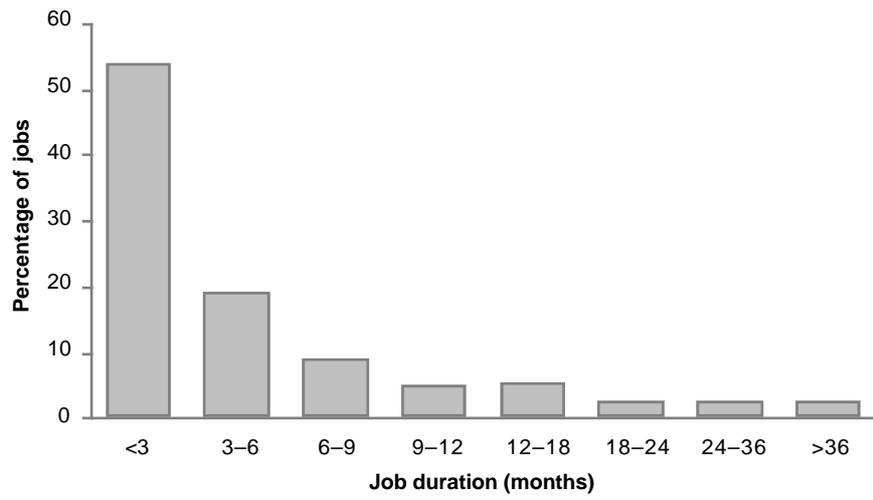


Figure 3.6: Duration of all completed jobs as at end of 1995

3.3 Work experience trials

During 1995 there were 978 work experience trials that had received support. Most commonly these jobs were in retail trade (20%), health and community services (12%), and manufacturing industries (12%). Work experience trials were more likely to be in retail trade and less likely to be in manufacturing compared with 'real' jobs.

Table 3.19: Work experience trials: type of industry, 1995

Industry	Number of trials	Per cent
Agriculture, forestry and fishing	58	5.9
Mining	5	0.5
Manufacturing	113	11.6
Electricity, gas and water supply	4	0.4
Construction	9	0.9
Wholesale trade	25	2.6
Retail trade	199	20.3
Clothing/textiles/footwear	14	1.4
Hospitality	78	8.0
Fast food	40	4.1
Transport and storage	27	2.8
Communication services	11	1.1
Finance and insurance	7	0.7
Property and business services	20	2.0
Government/defence	32	3.3
Education	46	4.7
Health and community services	115	11.8
Cultural and recreational services	30	3.1
Personal and other services	52	5.3
Other	93	9.5
Total	978	100.0

The majority of work experience trials were in the occupation groups of labourers/workers (58%), sales/personal service staff (18%) and clerks (16%, Table 3.20), which was similar to the profile of occupations for jobs..

Table 3.20: Work experience trials: occupation group, 1995

Occupation group	Number of trials	Per cent
Professionals	9	0.9
Para-professionals	20	2.0
Trades persons	47	4.8
Clerks	152	15.6
Sales/personal service staff	175	17.9
Plant and machine operators and drivers	13	1.3
Labourers/workers	562	57.5
Total	978	100.0

As might be expected work experience trials were far more less likely than 'real' jobs to be permanent regular. About 72% (699) of work experience trials were on a temporary basis, with 44% being on a temporary regular basis (Table 3.21).

Table 3.21: Work experience trials: employment basis, 1995

Employment basis	Number of trials	Per cent
Permanent regular	237	24.2
Temporary regular	430	44.0
Permanent irregular	35	3.6
Temporary irregular	252	25.8
Temporary seasonal	17	1.7
Permanent seasonal	7	0.7
Total	978	100.0

At the end of 1995, 40% (394) of work experience trials were ongoing. The duration of these 394 work experience trials ranged from a minimum of one day to a maximum of 1.4 years, with an average of 32.3 weeks. The majority (246 or 63%) of these trials had a duration of less than 6 months, and 6% (23) had a duration of over two years (Table 3.22).

Table 3.22: Duration of ongoing work experience trials as at the end of 1995

Duration	Number of trails	Per cent
<3 months	152	38.6
3–6 months	94	23.9
6–9 months	46	11.7
9–12 months	52	13.2
12–18 months	17	4.3
18–24 months	10	2.5
24–36 months	19	4.8
>36 months	4	1.0
Total	394	100.0

The majority (584 or 60%) of work experience trials had finished by the end of 1995. The duration of these trials ranged from a minimum of one day to a maximum of 2.2 years, with an average of 8.2 weeks. Over four-fifths (83%) of these trials had a duration of less than three months (Table 3.23), compared with about one-half of 'real' jobs..

Table 3.23: Duration of completed work experience trials, 1995

Duration	Number of trails	Per cent
<3 months	483	82.7
3–6 months	68	11.6
6–9 months	18	3.1
9–12 months	3	0.5
12–18 months	8	1.4
18–24 months	2	0.3
24–36 months	2	0.3
>36 months	584	100.0

Approximately 80% of work experience trials had ended at the completion of a contract. Of the 584 work experience trials that terminated during 1995, approximately 20% stated a reason other than because the work experience/work trial had ended (Table 3.24).

Table 3.24: Completed work experience trials by reason for ending, 1995

Reason for trial ending	Number of trials	Per cent
Retrenched	11	1.9
Dismissed	10	1.7
Resigned—career development	11	1.9
Resigned—other than career development	46	7.9
Work experience/work trial	466	79.8
Employment contract completed	24	4.1
Not known	16	2.7
Total	584	100.0

3.4 Workers without open employment agency support

This group are people with jobs who had not received any support from an open employment site during the 1995 calendar year; these people presumably had support before 1995. There were 551 such individuals included in the central database (see also Appendix A2.1). These individuals are in addition to and separate from the 18,527 clients who had support during 1995.

Two-thirds of the workers without support were male and one-third female, which is very similar to the male and female distribution for the 18,527 clients who had received support during 1995 (Table 3.1).

The age of the workers without support ranged from 15 years to 63 years, the average age being 30 years. The majority of these individuals were aged between 20 and 44 years of age (460 of 551 or 83%, Table 3.25).

The main difference in age distributions for workers without support and clients with support during 1995 was for the 15 to 19 age group. Of workers without support, 7% (37 from 551) were in this age group compared with 18% of clients with support (Table 3.1).

Table 3.25: Workers without support: sex and age, 1995

Sex	Age group						Total	%
	15–19	20–24	25–29	30–44	45–59	60–64		
Male	26	107	74	124	31	2	364	66.1
Female	11	64	31	60	21	—	187	33.9
Total	37	171	105	184	52	2	551	100.0

Approximately half of the workers without support had the primary disability type 'intellectual/learning', a further 21% 'physical' and 12% 'hearing'.

The 551 workers without support compared with the 18,527 clients with support had a similar percentage of people with the primary disability type 'intellectual/learning', more people with a physical disability (21% compared with 12%) and a hearing disability (12%

compared with 4%) , and fewer people with a psychiatric disability (7% compared with 18%) (Table 3.2, Table 3.26).

The frequency of ADL assistance required (in the areas of self-care, mobility and/or verbal communication) recorded for this group was most often none (233 of 551 or 42%), with an additional 32% requiring only occasional ADL assistance, and 23% frequent ADL assistance (Table 3.26). The main difference in the frequency of ADL assistance for workers without support compared with clients with support was that only 3% of workers without support required continual ADL assistance compared with 10% of clients (Table 3.2, Table 3.26).

Table 3.26: Workers without support: primary disability type and frequency of ADL assistance required^(a)

Primary disability type	Frequency of ADL assistance required				Total	%
	None	Occasional	Frequent	Continual		
Intellectual/learning	128	82	54	9	273	49.6
Physical	46	45	22	3	116	21.1
Acquired brain injury	6	4	2	1	13	2.4
Deaf and blind	.	1	13	.	14	2.5
Vision	8	4	6	.	18	3.3
Hearing	22	28	15	1	66	11.9
Speech	1	1	2	.	4	0.7
Psychiatric	20	6	9	2	37	6.7
Neurological	2	3	2	3	10	1.8
Total	233	174	125	19	551	100.0

(a) Frequency of assistance required in the areas of daily living, i.e. self-care, mobility and/or verbal communication (called 'level of support required' in the NIMS data dictionary).

The majority of workers without support had a primary disability type that was not episodic in nature (92%) which is higher than the 83% for clients with support (Table 3.3, Table 3.27). This difference is probably due to the fact that only a few workers without support had a psychiatric disability.

Table 3.27: Workers without support: nature of primary disability, 1995

Nature of primary disability	Number of workers	Per cent
Episodic	44	8.0
Not episodic	507	92.0
Total	551	100.0

Very few workers without support had another significant disability present (10%). This differed from the clients with support of whom 23% had other disability types (Table 3.4, Table 3.28).

Table 3.28: Workers without support: presence of other disability, 1995

Presence of other disability	Number of workers	Per cent
Yes	56	10.2
No	495	89.8
Total	551	100.0

Most workers without support received CETP services (86%), with a further 9% ISJ services. The type of service differed for the clients who received support during 1995, with workers without support more likely to have received CETP funding (86% compared with 67%) than ISJ funding (9% compared with 25%) (Table 2.9, Table 3.29).

Table 3.29: Workers without support: service type, 1995

Service type	Number of workers	Per cent
CETP	472	85.7
ISJ	52	9.4
Other	23	4.2
Supported Wage System	3	0.5
Missing	1	0.2
Total	551	100.0

The 551 workers without support were recorded as having 560 jobs during 1995 (7 people had 2 jobs and 1 person had 3 jobs). For the 8 people with more than one job, job characteristics were examined for the job with the most hours worked.

The types of industries in which workers without support were employed varied. The most common was manufacturing (136 or 25%), and 12% in retail trade (Table 3.30).

Table 3.30: Workers without support: industry type, 1995

Industry	Number of workers	Per cent
Agriculture , forestry and fishing	18	3.3
Mining	3	0.5
Manufacturing	136	24.7
Electricity / gas / water	2	0.4
Construction	16	2.9
Wholesale trade	23	4.2
Retail trade	65	11.8
Clothing / textiles / footwear	9	1.6
Hospitality	36	6.5
Fast food	14	2.5
Transport / storage	15	2.7
Communication services	8	1.5
Finance / insurance	6	1.1
Property / business services	17	3.1
Government / defence	30	5.4
Education	15	2.7
Health / community services	46	8.3
Cultural / recreation services	12	2.2
Personal and other services	31	5.6
Other	49	8.9
Total	551	100.0

The majority of workers without support were employed as labourers/workers (58%). An additional 12% were employed as clerks and 12% as sales/personal service staff , and 10% as trades persons (Table 3.31).

Table 3.31: Workers without support: occupation group, 1995

Occupation group	Number of workers	Per cent
Managers	7	1.3
Professionals	18	3.3
Para-professionals	10	1.8
Trades persons	56	10.2
Clerks	67	12.2
Sales / personal service staff	68	12.3
Machine operators / drivers	6	1.1
Labourers/worker	319	57.9
Total	551	100.0

Workers without support were commonly employed on a permanent regular basis (84%).

Table 3.32: Workers without support: employment basis, 1995

Employment basis	Number of workers	Per cent
Permanent regular	461	83.7
Other	90	16.3
Total	551	100.0

To summarise, workers without support during the 1995 calendar year differed in a number of ways from the 18,527 clients who had received support (Table 3.33). Workers without support were more likely than clients receiving support to be from the primary disability types 'hearing' and 'physical', and have CETP funded placements.

Compared with clients receiving support workers without support were less likely to:

- be in the 15 to 19 year age group;
- have primary disability types 'intellectual/learning' and 'psychiatric';
- require continual ADL assistance,
- have ISJ funded places in open employment.

Table 3.33: Differences between workers without support and clients with support, 1995

	Workers without support	Clients with support
Total number	551	18,527
Sex		
• Male	66%	66%
• Female	34%	34%
Age		
• 15–19	7%	18%
Primary disability type		
• Hearing	12%	4%
• Intellectual	50%	55%
• Physical	21%	12%
• Psychiatric	7%	18%
Frequency of ADL assistance required		
• Continual	3%	10%
Other disability		
• Presence	10%	23%
Funding type		
• CETP	86%	67%
• ISJ	9%	25%

4 Job experience of clients

4.1 Job history

Profiles of job numbers as presented in Chapter 3 describe the types of work gained in different industries or occupations. However, such descriptive profiles are not adequate for examining employment trends of clients because a job may vary from a few hours worked casually on one day to a full-time, permanent job worked for the whole year. To examine employment trends it is necessary to summarise the job history of clients over the period that they were receiving support, and thus to have the individual rather than the job as the basic unit of analysis.

Clients who had a job at some time during 1995 (from here on referred to as ‘workers’) can be classified into four job history groups, depending on whether they had a job at the beginning and at the end of the support period, as in Table 4.1. Not all clients were receiving support for the whole year, either because their support began after 1 January 1995, and/or more rarely because support was recorded as withdrawn before 31 December 1995. In these cases, the support period, or time in support, was less than one year and calculated in weeks. (See Appendix 2 for further details.) Within each of the job history groups, clients may have had one or more jobs.

Table 4.1: Classification of job history for workers^(a)

Job history	Job at start of support period	Job at end of support period
Job retained	Yes	Yes
Job lost	Yes	No
Job gained and retained	No	Yes
Job gained and lost	No	No

(a) A ‘worker’ is any client who had a job (not work experience) at any time during their support period in 1995.

A total of 4,736 workers had a job at the start of the support period, of whom 716 (15%) became and remained unemployed at the end of the period (Table 4.2, Figure 4.1). Altogether 4,188 clients who were not employed at the beginning got a job during the support period, but 1,181 of those (28%) became unemployed again by the end of the period.

Table 4.2: Job history of workers during 1995

Job history	With one job during 1995		With more than one job during 1995		All workers	
	n	%	n	%	n	%
Job retained	3,174	35.6	846	9.5	4,020	45.1
Job lost	546	6.1	170	1.9	716	8.0
Job gained and retained	2,346	26.3	661	7.4	3,007	33.7
Job gained and lost	973	10.9	208	2.3	1,181	13.2
Total	7,039	78.9	1,885	21.1	8,924	100.0

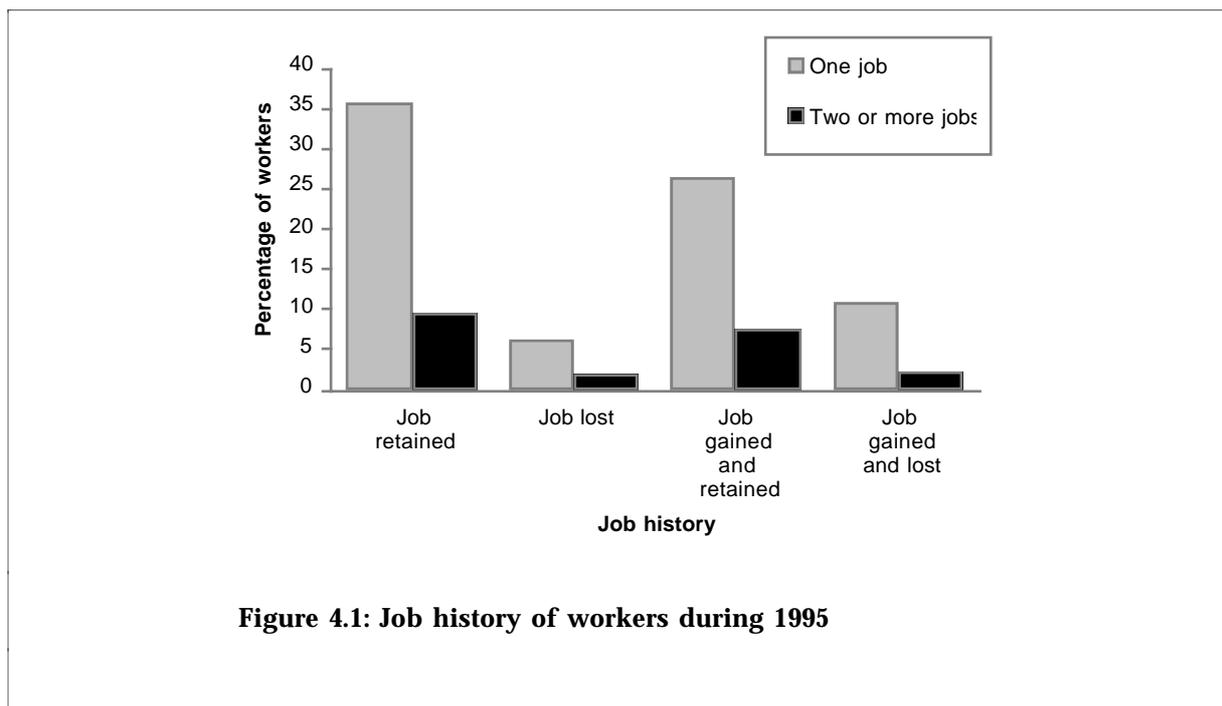


Figure 4.1: Job history of workers during 1995

The increase in employment over the 1995 support period can be calculated by comparing the number of workers at the beginning with the number at the end. This equals the number of 'job gained and retained' workers minus the number of 'job lost' workers. In 1995, there was a net gain of 2,291 clients who became and remained workers while receiving support in 1995, from 4,736 workers with a job at the beginning of the support period to 7,027 workers at the end of the support period. This increase was 48%.

The worker retention rate is the percentage of workers who had a job at the end of the support period (i.e. the combined percentage of 'job retained' and 'job gained and retained' workers). This rate is not a measure of overall employment, only of the probability that a worker who had a job remained in employment. Overall, about 79% (7,027 out of 8,924) of workers had a job at the end of the support period. This percentage was similar for those who had one job and for those who had more than one job.

The job experience of each worker is also affected by the number and type of jobs they had. The 'job retained' category includes workers who continued in the same job through the whole period, those who changed jobs without being unemployed, and those who lost work and regained it. Similarly the 'job gained and retained' category includes workers who gained a permanent job, as well as those who gained one or more casual or temporary jobs, at least one of which they still had at the end of the period. Some workers classed as 'job lost' or 'job gained and lost' will have been in and out of temporary or casual work.

The primary job of a worker is defined as the job with the highest total hours of work during the whole support period. The basis of employment of the primary job by job history category is shown in Table 4.3. Overall, about 69% of workers had a permanent regular primary job (71% of people who had one job and 61% of those who had more than one), 12% had one which was temporary regular and 11% one which was permanent irregular. Workers in the 'job retained' category were the most likely to be in permanent regular work, and the least likely to be in temporary work of any kind, followed by workers in the 'job lost', 'job gained and retained' and 'job gained and lost' categories. As well, workers who only had one job during the support period were more likely to be in permanent work than those who had more than one job.

Table 4.3: Workers, basis of employment of primary job by job history, 1995

Basis of employment	Job retained		Job lost		Job gained and retained		Job gained and lost		All	
	n	%	n	%	n	%	n	%	n	%
One job										
Permanent regular	2,607	82.1	380	69.6	1,484	63.3	524	53.9	4,995	71.0
Permanent irregular	267	8.4	66	12.1	315	13.4	85	8.7	733	10.4
Permanent seasonal	24	0.8	8	1.5	43	1.8	15	1.5	90	1.3
Temporary regular	183	5.8	71	13.0	349	14.9	217	22.3	820	11.7
Temporary irregular	83	2.6	16	2.9	133	5.7	101	10.4	333	4.7
Temporary seasonal	10	0.3	5	0.9	22	0.9	31	3.2	68	1.0
<i>All</i>	<i>3,174</i>	<i>100.0</i>	<i>546</i>	<i>100.0</i>	<i>2,346</i>	<i>100.0</i>	<i>973</i>	<i>100.0</i>	<i>7,039</i>	<i>100.0</i>
More than one job										
Permanent regular	582	68.8	110	64.7	357	54.0	97	46.6	1,146	60.8
Permanent irregular	113	13.4	17	10.0	75	11.4	15	7.2	220	11.7
Permanent seasonal	12	1.4	0	0	15	2.3	2	1.0	29	1.5
Temporary regular	90	10.6	25	14.7	125	18.9	47	22.6	287	15.2
Temporary irregular	43	5.1	14	8.2	59	8.9	28	13.5	144	7.6
Temporary seasonal	6	0.7	4	2.4	30	4.5	19	9.1	59	3.1
<i>All</i>	<i>846</i>	<i>100.0</i>	<i>170</i>	<i>100.0</i>	<i>661</i>	<i>100.0</i>	<i>208</i>	<i>100.0</i>	<i>1,885</i>	<i>100.0</i>

A total of 3,155 workers finished at least one job during 1995 (Table 4.4). By definition, this includes all workers in the 'job lost' and 'job gained and lost' categories, plus most of those in the 'job retained' and 'job gained and retained' categories who had two or more jobs (some workers retained two or more jobs).

Table 4.4: Reason for job(s) ending, by job history, for workers who finished one or more jobs, 1995

Reason for job ending	Job retained		Job lost		Job gained and retained		Job gained and lost		All	
	n	%	n	%	n	%	n	%	n	%
Retrenched	111	16.0	132	18.4	62	11.0	111	9.4	416	13.2
Dismissed	52	7.5	106	14.8	50	8.9	195	16.5	403	12.8
Resigned—career development	166	23.9	26	3.6	61	10.8	27	2.3	280	8.9
Resigned—other reason	134	19.3	241	33.7	100	17.7	391	33.1	866	27.4
Work trial	21	3.0	23	3.2	55	9.8	108	9.1	207	6.6
Employment contract finished	74	10.7	61	8.5	100	17.7	214	18.1	449	14.2
Mixed reasons—with dismissal ^(a)	16	2.3	42	5.9	36	6.4	46	3.6	140	4.4
Mixed reasons—other ^(a)	66	9.5	76	10.6	55	9.7	83	6.4	280	8.9
Unknown	54	7.8	9	1.3	45	8.0	6	0.5	114	3.6
Total	694	100.0	716	100.0	564	100.0	1,181	100.0	3,155	100.0

(a) Workers who finished two or more jobs for different reasons.

About 27% of this group finished a job or jobs due to only retrenchment or the completion of an employment contract. The combined percentage for these two reasons was similar for each job history category. However, 'job lost' and 'job gained and lost' workers were more likely to have been dismissed from a job, or resigned for reasons other than career development, than workers who retained a job during the support period. 'Job retained' workers were the most likely to have resigned from a job for career development, which implies they were changing jobs.

4.2 Measures of job experience

To summarise the job experience of each worker, four measures of time spent in work and three of amount of income earned were calculated (Table 4.5). These measures are based on the total number of weeks with a job or jobs, the total number of hours spent in work for all jobs, and the total amount of income earned from all jobs over the whole of the support period.

The measures for time in work are:

- **Time in work in weeks**—the total number of weeks during the support period that the worker had a job or job(s). If the worker had more than one job, then the weeks in work may not necessarily have been continuous.
- **Time in work as a proportion of time in support**—to adjust for the fact that the support period varied from worker to worker, the number of weeks in work can also be calculated as a proportion of the number of weeks in the support period.
- **Mean hours of work per work week**—the total hours worked in all jobs for each worker during the support period divided by the number of weeks in work; that is, the average weekly time spent in work when working.
- **Mean hours of work per week**—for each worker this is calculated as the total hours worked in all jobs during the support period divided by the number of weeks in the support period, that is the average work time per week for all weeks in support including those without a job. This is a measure of overall time spent in employment.

There are three measures of mean income earned from jobs. For workers who had more than one job, these means are weighted by the total number of hours for each job. That is, the job with the largest number of hours will most influence the mean.

- **Mean wage per hour**—the hourly wage rate for each worker calculated as the total salary earned from all jobs divided by the total number of hours worked.
- **Mean wage per work week**—the weekly wage rate while in work for each worker, calculated as the total salary earned from all jobs divided by the total number of weeks with a job. The mean wage per hour and the mean wage per work week are measures of the pay from all jobs.
- **Mean income per week**—the amount of income earned from all jobs, calculated as the total salary earned from all jobs divided by the total number of weeks in the support period. It is a measure of the amount of income received by the worker over the support period.

Two other job variables included in tables are:

- **Number of jobs per worker**—ranges from 1 to 14 as in Table 3.12. The mean number of jobs for any group of workers must be 1 or greater as every worker had at least one job.
- **Weeks to get a job**—applies only to workers who did not have a job at the beginning of the support period. It is the number of weeks from the beginning of the support period to the start of the first (or only) job gained.

See Appendix 2 for the precise formulas for calculating all of the above measures.

For all clients who had a job during 1995 which was not work experience (workers), the mean number of weeks in work was 33.3 (Table 4.5). On average, this was just under three-quarters (72.7%) of the time in support. Overall, there was little difference in this mean between workers with one job and workers with two or more jobs but this was not the case within each job history category. Workers who retained one job must have been in work 100% of their support time by definition, and workers in the 'job retained' category who had two or more jobs on average worked 89% of their support period, the remaining 11% being spent between jobs.

Table 4.5: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by job history

Age group	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
One job										
Job retained	3,174	1	-	49.0	100%	28.2	28.2	\$8.79	\$243	\$243
Job lost	546	1	-	22.0	47.2%	25.4	12.3	\$8.94	\$220	\$108
Job gained and retained	2,346	1	14.9	23.3	62.0%	24.3	15.3	\$9.27	\$219	\$137
Job gained and lost	973	1	12.4	10.6	27.0%	25.4	6.9	\$9.10	\$228	\$61
<i>Total</i>	<i>7,039</i>	<i>1</i>	<i>14.2</i>	<i>33.0</i>	<i>73.1%</i>	<i>26.3</i>	<i>19.7</i>	<i>\$9.01</i>	<i>\$231</i>	<i>\$172</i>
Two or more jobs										
Job retained	846	2.35	-	45.0	89.2%	25.2	22.2	\$8.66	\$217	\$192
Job lost	170	2.36	-	26.9	54.1%	26.9	14.6	\$8.45	\$227	\$123
Job gained and retained	661	2.41	10.5	28.4	64.2%	24.9	16.1	\$9.17	\$226	\$145
Job gained and lost	208	2.45	9.3	15.3	34.3%	25.2	9.1	\$8.88	\$225	\$82
<i>Total</i>	<i>1,885</i>	<i>2.38</i>	<i>10.2</i>	<i>34.3</i>	<i>71.2%</i>	<i>25.3</i>	<i>17.9</i>	<i>\$8.85</i>	<i>\$222</i>	<i>\$157</i>
All workers										
Job retained	4,020	1.28	-	48.1	97.7%	27.5	26.9	\$8.76	\$238	\$232
Job lost	716	1.32	-	23.2	48.9%	25.8	12.9	\$8.82	\$222	\$111
Job gained and retained	3,007	1.31	13.9	24.2	62.5%	24.4	15.5	\$9.25	\$220	\$139
Job gained and lost	1,181	1.26	11.9	11.4	28.3%	25.3	7.3	\$9.06	\$228	\$65
Total	8,924	1.29	13.3	33.3	72.7%	26.1	19.3	\$8.97	\$229	\$168

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

On average, workers in the 'job lost' category spent about one half (49%) of their support time in work, those in the 'job gained and retained' about two-thirds (63%) and those in the 'job gained and lost' category just over a quarter (28%). Workers in all these three categories tended to have spent a greater proportion of their support period in work if they had more than one job.

The mean hours of work while in a job ('per work week') was 26.1 hours and there was some variation with job history. Those workers who retained one job over the period stood out as having the highest mean hours per work week (28.2) and, as a result, the highest mean weekly wage (\$243). Otherwise, the variation in hourly and weekly wage rates was not large, but workers who gained a job during the support period had the highest mean hourly rates, probably at least partly because their jobs were more recent. Workers who had only one job earned slightly more per hour on average than those who had more than one job.

The variation in the mean hours of work per week of the support period and the mean income per week of the support period both largely reflect the variation in the proportion of the support period in work. Averaged over the whole support period, 'job gained and lost' workers worked only about 7 hours per week and had \$65 in income from work. The means for 'job retained' workers were about four times as much at 27 hours and \$232. The means for 'job gained and retained' workers (16 hours and \$139) and 'job lost' workers (13 hours and \$111) were in between.

The mean number of jobs per worker was 1.3 and this did not vary substantially among job history groups. Overall workers who gained and retained a job took an extra two weeks of the support period to get the job than those who gained and lost one.

4.3 Job experience by sex

Just under 50% of males had a job during 1995, which is slightly higher than the proportion of females (45.5%, Table 4.6). For those who did have a job, the proportion in each job history group did not differ substantially with sex.

Table 4.6: Job history of workers during 1995 by sex

Sex	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Male	5,954	50.3	2,649	22.4	479	4.1	1,955	16.5	800	6.8	78	47
Female	3,649	54.5	1,371	20.5	237	3.5	1,052	15.7	381	5.7	80	51
Total	9,603	51.8	4,020	21.7	716	3.9	3,007	16.2	1,181	6.4	79	48

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

The mean number of jobs per worker in 1995 was about 1.3 and this differed little between males and females (Table 4.7). Workers of both sexes on average spent just under three quarters of their support period with a job. However, on average males worked 4.5 hours more per working week than females.

Table 4.7: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by sex

Sex	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Male	5,883	1.31	12.9	33.3	72.9%	27.6	20.5	\$8.88	\$240	\$176
Female	3,041	1.26	14.3	33.2	72.4%	23.1	17.1	\$9.17	\$208	\$153
Total	8,924	1.29	13.3	33.3	72.7%	26.1	19.3	\$8.97	\$229	\$168

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

The mean hourly wage rate was \$8.97 and the mean weekly wage was \$229. The mean hourly rate for women was 25 cents higher than that for men, possibly because women were slightly less likely to be in permanent regular employment (66% versus 70% of primary jobs). Overall, women had a lower weekly wage because they tended to work fewer hours per week.

For workers who started the support period without a job but obtained one during the period, the mean time to first find employment was 13.3 weeks. The mean time for women was 1.4 weeks longer than that for men.

4.4 Job experience by age

The youngest age group, 15 to 19, were the most likely not to have had a job during 1995, but the most likely to have gained one (Table 4.8). Clients aged 20 to 24 were the most likely to have had a job at some stage during 1995. The percentage of workers in each of the four job categories then declines with increasing age up to and including the 45 to 59 age group.

Table 4.8: Job history of workers during 1995 by age group

Age group	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
15–19	1,860	57.3	421	13.0	102	3.1	635	19.6	229	7.1	76	102
20–24	2,223	46.0	1,255	26.0	230	4.8	809	16.7	317	6.6	79	39
25–29	1,622	49.4	814	24.8	145	4.4	487	14.8	219	6.7	78	36
30–44	2,952	53.7	1,188	21.6	203	3.7	830	15.1	328	6.0	79	45
45–59	892	57.0	315	20.1	35	2.2	236	15.1	87	5.6	82	57
60–64	17	47.2	12	33.3	.	.	6	16.7	1	2.8	95	50
65–69	1		3				1		.			

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
 % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

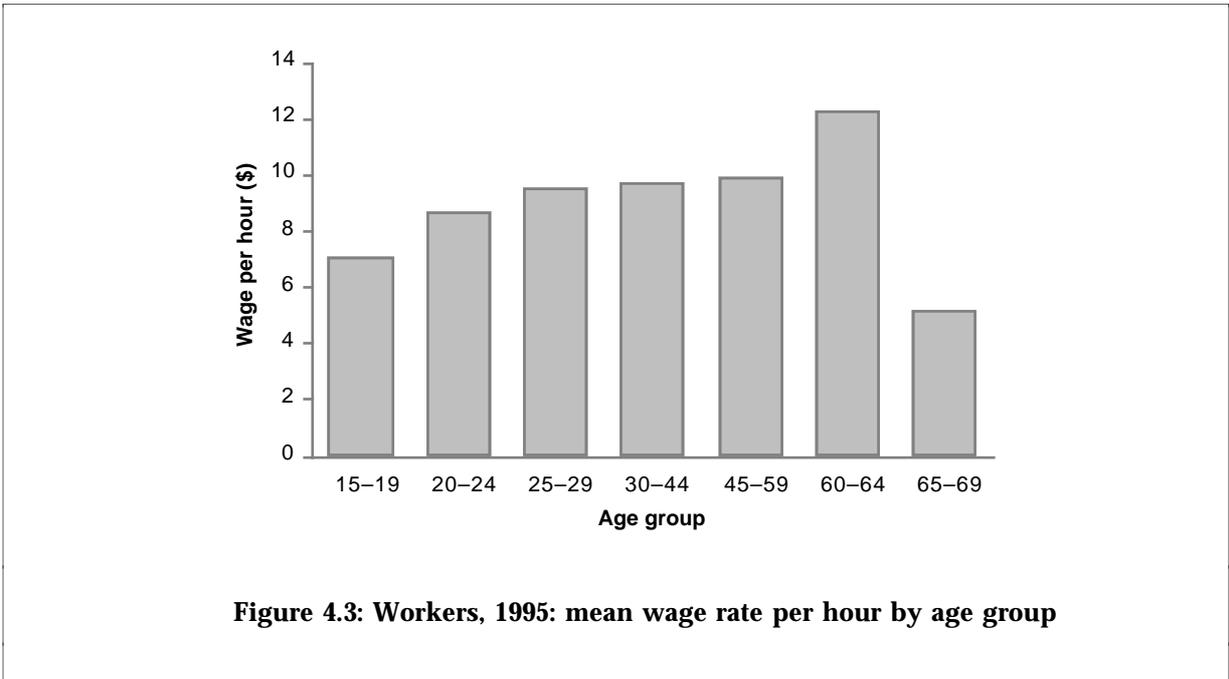
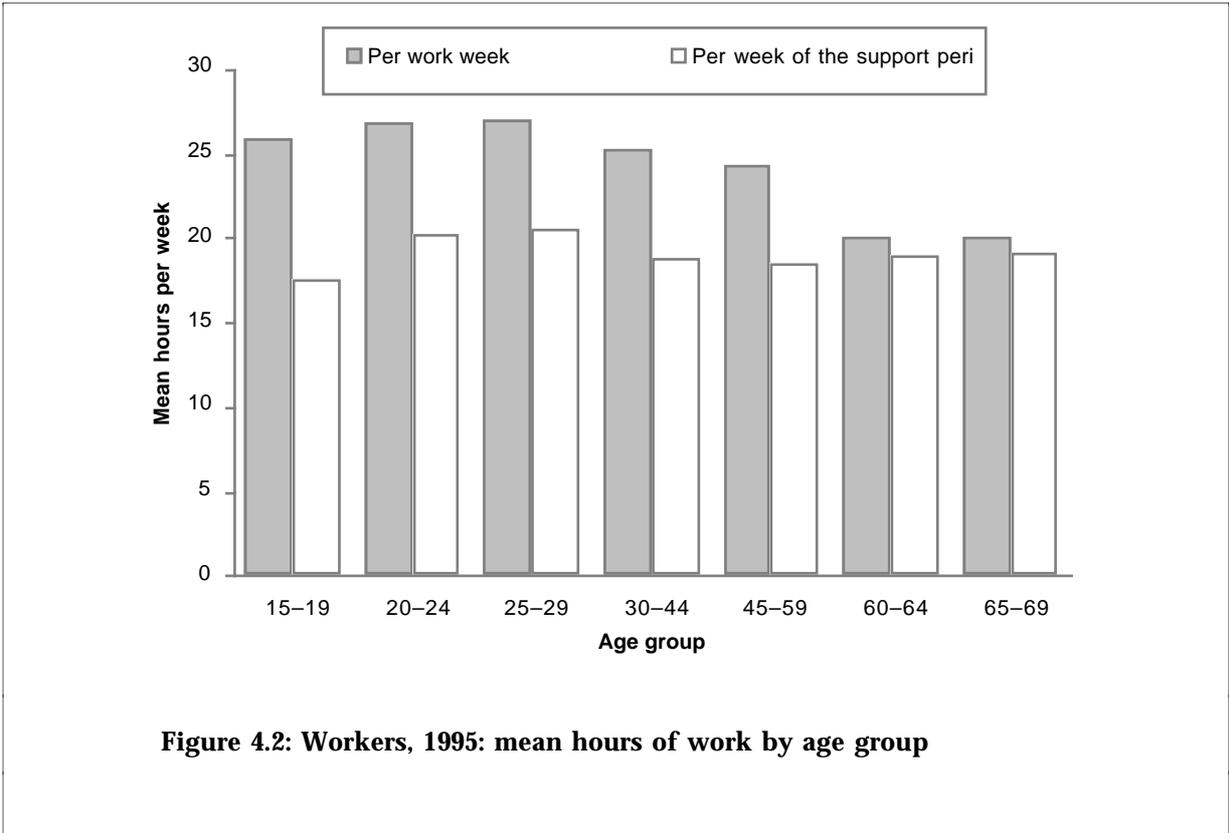
Between ages 20 and 59, about 74%, on average, of the support period was spent in work, which was just above the overall mean (Table 4.9, see Table 4.7). In contrast, the 15 to 19 age group had 66% of the support period in work. Hours worked per work week were highest for the 20 to 29 age group, followed by the 15 to 19 age group and decreasing for the older age groups (Figure 4.2). The wage rate per hour increased with age and, as might be expected, was lowest the 15 to 19 age group (Figure 4.3). The highest weekly wage was for the 25 to 29 age group (Figure 4.4). In general, the time taken to get a job did not vary much between the major age groups, although 20 to 24 year-olds took about a week longer than average to get a job.

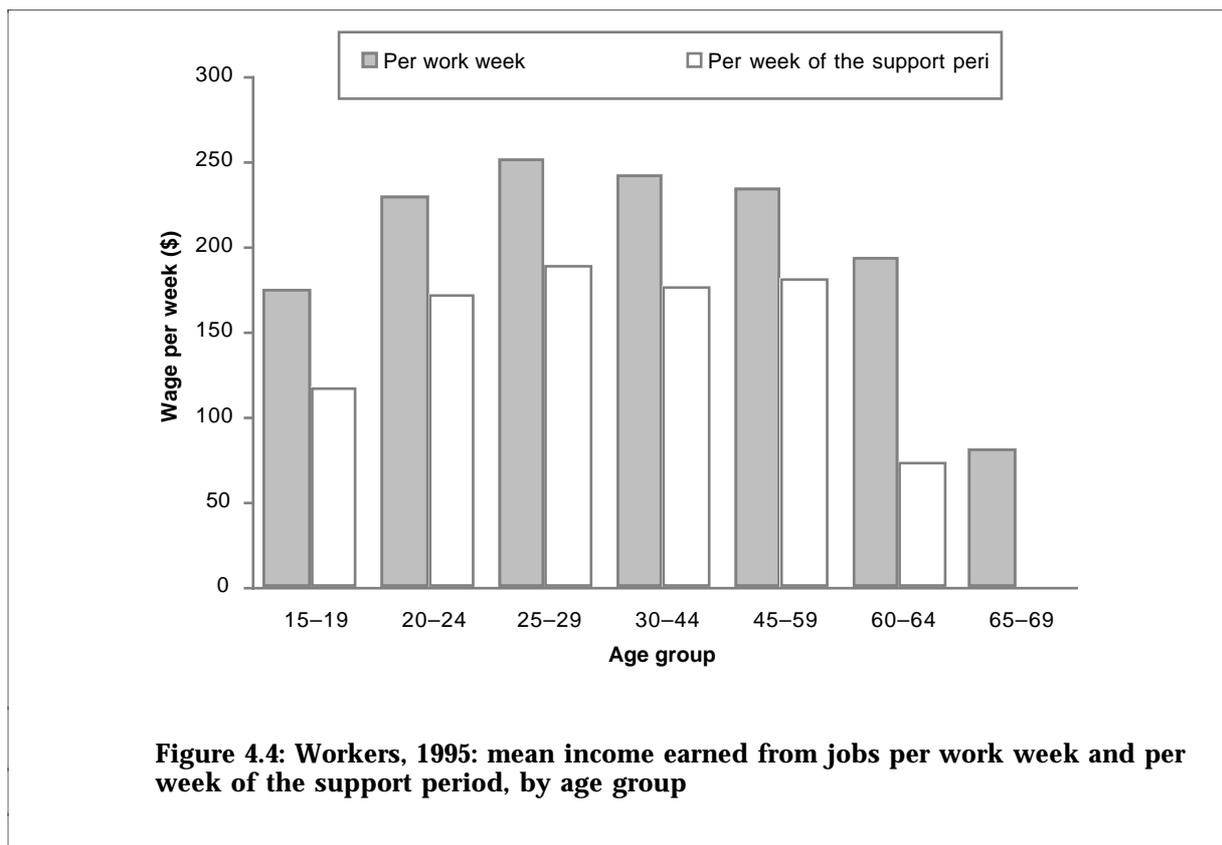
The 19 workers in the 60 to 64 age group spent an average 93% of their time in work, had a much higher hourly rate of pay than average, and took a very short time to get a job.

Table 4.9: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by age group

Age group	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
15–19	1,387	1.29	13.2	28.5	65.9%	25.9	17.5	\$7.10	\$176	\$118
20–24	2,611	1.27	14.4	35.0	74.0%	26.8	20.2	\$8.67	\$230	\$172
25–29	1,665	1.31	12.7	34.1	74.1%	26.9	20.5	\$9.49	\$252	\$190
30–44	2,549	1.31	13.0	33.4	73.5%	25.3	18.8	\$9.73	\$242	\$177
45–59	673	1.27	13.1	33.5	74.4%	24.3	18.4	\$9.90	\$234	\$172
60–64	19	1.68	4.9	42.3	92.9%	20.0	19.0	\$12.28	\$194	\$182
65–69	4	1.00	6.4	39.0	96.1%	20.0	19.1	\$5.20	\$82	\$74
Unknown	16	1.38	5.3	45.6	90.0%	29.7	26.1	\$7.53	\$228	\$198

(a) Clients who had a job during 1995, not including work experience.
 (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
 (c) Percentage of the support period.
 (d) Per week of the support period.





4.5 Job experience by Indigenous status

People who identified as being Aboriginal, Torres Strait Islander or South Sea Islander were less likely to have had a job, and in particular less likely to have retained a job, than those who did not so identify or whose Indigenous origins were unknown (Table 4.10). There was little difference between these groups for time in work, but workers who were not of Indigenous origin had slightly higher mean hours of work, mean hourly wage rate and mean weekly wage.

Table 4.10: Client job history during 1995 by whether Aboriginal, Torres Strait Islander or South Sea Islander

	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Aboriginal, Torres Strait Islander or South Sea Islander												
Yes	209	58.1	61	16.9	19	5.2	48	13.3	23	6.4	72	36
No	8,760	52.2	3,599	21.4	627	3.7	2,734	16.3	1,065	6.3	79	50
Not known	634	45.9	360	26.1	70	5.1	225	16.3	93	6.7	78	36

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
 % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Table 4.11: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by whether Aboriginal, Torres Strait Islander or South Sea Islander

Aboriginal, Torres Strait Islander or South Sea Islander	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Yes	151	1.24	12.0	32.9	72.1%	25.0	18.6	\$8.61	\$216	\$162
No	8,025	1.29	13.2	33.2	72.1%	26.2	19.5	\$9.00	\$231	\$170
Not known	748	1.28	15.8	34.6	71.6%	25.2	18.3	\$8.79	\$215	\$151

- (a) Clients who had a job during 1995, not including work experience.
(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
(c) Percentage of the support period.
(d) Per week of the support period.

4.6 Job experience by non-English-speaking background

People of non-English-speaking background were slightly less likely to be employed than others, but otherwise had a similar job history profile (Table 4.12). On average they took about two weeks longer to get a job (Table 4.13). Mean hourly wages were similar for the two groups, but the former worked longer hours on average, and so had a higher weekly wage.

Table 4.12: Job history during 1995 by non-English-speaking background

Non-English-speaking background	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Yes ^(b)	550	53.9	218	21.4	35	3.4	164	16.1	54	5.3	81	51
No	9,053	51.7	3,802	21.7	681	3.9	2,843	16.2	1,127	6.4	79	48

- (a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.
(b) Preferred spoken language other than English.

Table 4.13: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by non-English-speaking background

Non-English-speaking background	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Yes ^(e)	471	1.26	15.4	33.7	72.5%	28.2	21.0	\$9.04	\$255	\$188
No	8,453	1.29	13.2	33.3	72.7%	25.9	19.2	\$8.97	\$228	\$167

- (a) Clients who had a job during 1995, not including work experience.
(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
(c) Percentage of the support period.
(d) Per week of the support period.
(e) Preferred spoken language other than English.

4.7 Job experience by type and nature of primary disability

The percentage of clients who were employed during 1995 varies with primary disability type (Table 4.14, Figure 4.5). Excluding the disability types 'speech' and 'deaf and blind' which have low numbers, the percentage employed ranges from about 40% for people with a psychiatric disability to 55% for people with a hearing disability. Only this latter group and people with an intellectual/learning disability are above the average employment rate of 51.8%. People with an intellectual/learning disability or a sensory disability are the most likely to have had a job or jobs which they retained over the support period. However, people with a vision disability were less likely to be in work (45%) than those with a hearing disability.

People with primary disability types 'physical', 'acquired brain injury' and 'neurological' were similar in employment rate (43–44%) and job history profile. People with a psychiatric disability had the lowest proportion with a job (40%) of the major groups, and were about half as likely as people with an intellectual/learning disability to have retained employment throughout the support period. They were also the most likely to have had a job which started and finished. However, starting from such a low base, of the major groups this group did have the largest percentage increase in employment between the start and end of the support period (83%).

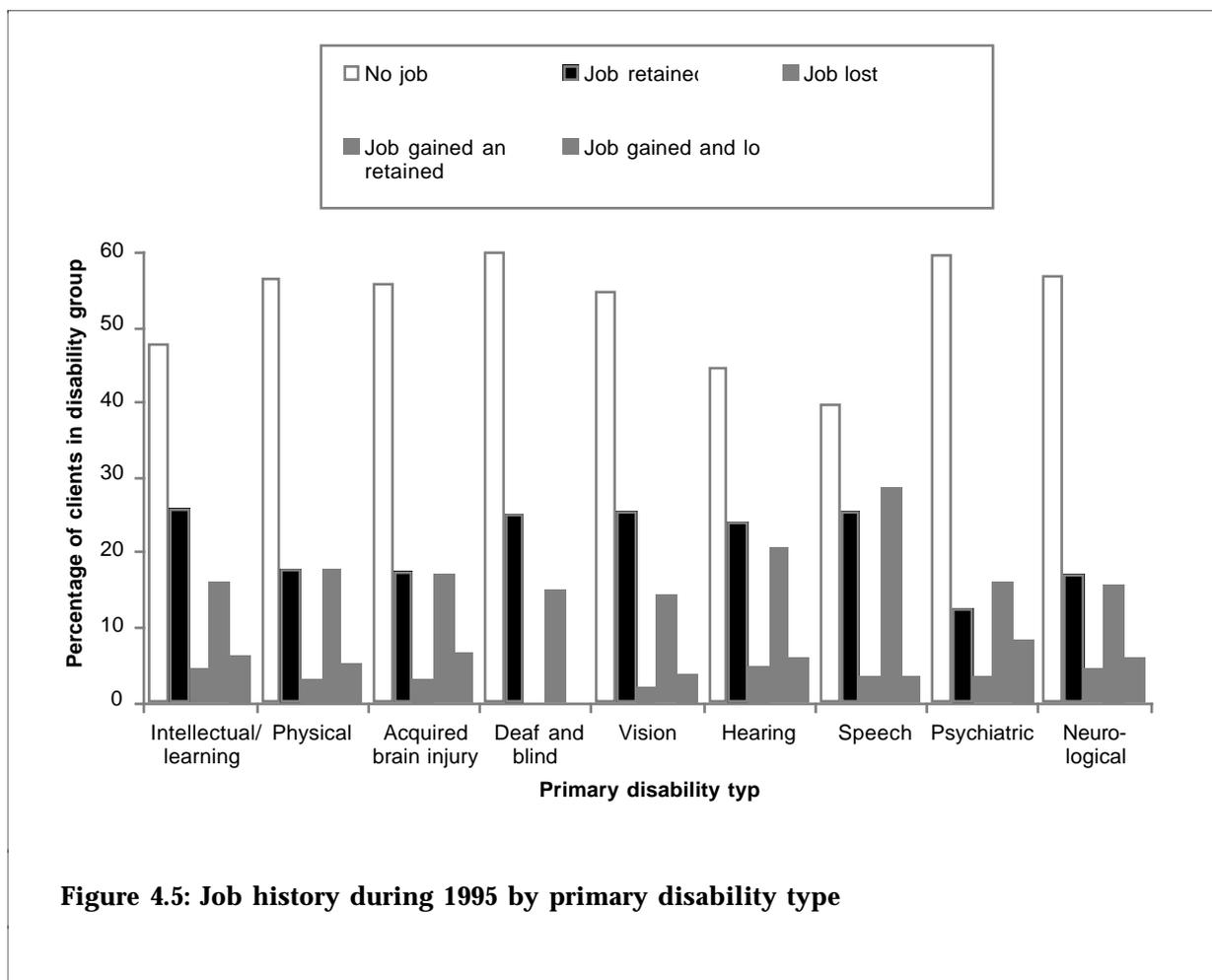


Figure 4.5: Job history during 1995 by primary disability type

Table 4.14: Client job history during 1995 by primary disability type

Primary disability	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Intellectual/learning	4,864	47.9	2,609	25.7	443	4.4	1,604	15.8	644	6.3	80	38
Physical	1,266	56.7	392	17.6	67	3.0	392	17.6	115	5.2	81	71
Acquired brain injury	365	56.0	113	17.3	20	3.1	111	17.0	43	6.6	78	68
Deaf and blind	12	60.0	5	25.0	0		3	15.0	0	.	100	60
Vision	472	54.8	218	25.3	18	2.1	123	14.3	31	3.6	87	45
Hearing	299	44.7	161	24.1	33	4.9	138	20.6	38	5.7	81	54
Speech	25	39.7	16	25.4	2	3.2	18	28.6	2	3.2	90	89
Psychiatric	1,937	59.9	398	12.3	105	3.3	521	16.1	272	8.4	71	83
Neurological	353	56.9	106	17.1	28	4.5	97	15.7	36	5.8	76	52
Not specified	10		2									

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
 % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Workers in the sensory disability groups had the largest proportion of time in work (75–83%), followed by workers with an intellectual/learning disability (75%), and workers in the physical disability, neurological disability and acquired brained injury groups (70–72%; Table 4.15, Figure 4.6).

Table 4.15: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by primary disability type

Primary disability type	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Intellectual/learning	5,300	1.28	13.7	35.0	74.6	26.2	19.9	\$8.35	\$215	\$163
Physical	966	1.26	14.1	32.7	71.7	26.0	18.8	\$9.97	\$259	\$186
Acquired brain injury	287	1.33	12.4	31.3	70.7	25.1	18.0	\$9.17	\$231	\$165
Deaf and blind	8	1.00	7.4	35.9	82.8	25.8	21.7	\$10.26	\$269	\$219
Vision	390	1.19	14.0	36.5	78.9	31.4	25.6	\$10.17	\$300	\$232
Hearing	370	1.30	11.5	34.2	75.0	29.5	22.4	\$9.80	\$288	\$219
Speech	38	1.55	9.0	33.7	78.7	27.1	21.3	\$11.09	\$264	\$213
Psychiatric	1,296	1.36	12.4	26.2	64.0	23.1	14.9	\$10.07	\$229	\$147
Neurological	267	1.30	14.4	31.5	70.2	25.7	18.5	\$9.42	\$235	\$169
Not known	2									

(a) Clients who had a job during 1995, not including work experience.
 (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
 (c) Percentage of the support period.
 (d) Per week of the support period.

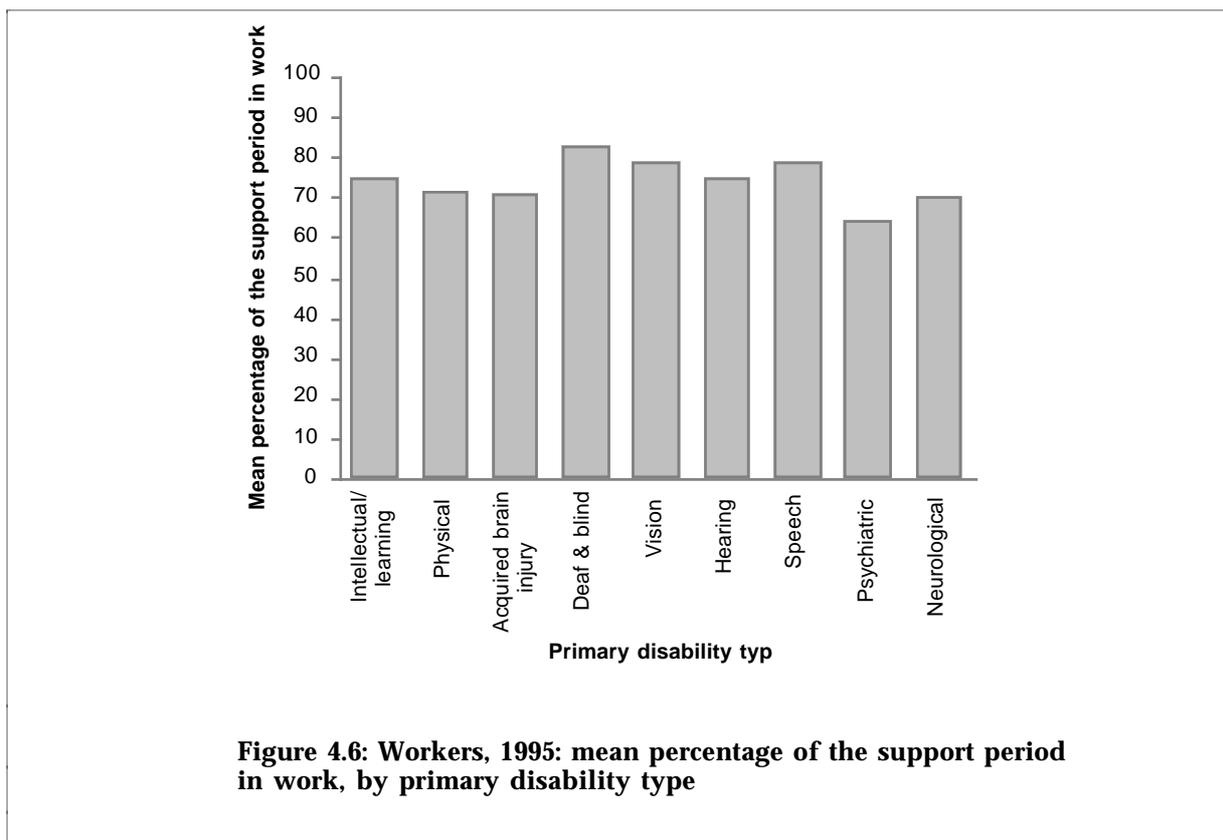
Workers with a psychiatric disability stand out as having both the lowest percentage of the support period in work (64%), and the lowest hours worked per working week (Figures 4.6 and 4.7. They also had the lowest percentage in permanent regular work (54%, compared with the overall rate of 69%). This means that although their mean hourly and weekly wage rates were above the overall average due to the high proportion in casual or temporary work, their mean income over all weeks in support (\$147) was very low (Figures 4.8 and 4.9). In fact, this group was the only one substantially below

average for this figure. The mean hours worked per working week for people in most of the other primary disability groups was between 25 and 27 hours. The exceptions were workers with a vision or hearing disability who had above-average hours.

Hourly and weekly wages varied considerably with primary disability type. Workers with an intellectual/learning disability constituted about 59% of all workers, but had by far the lowest hourly and weekly wage rates. Their hourly wage rate was \$8.35 compared with \$9.88 for all other workers. The overall mean rate of \$8.97 was thus heavily influenced by this group. Workers with an acquired brain injury had the next lowest mean rate (\$9.17) followed by those with a neurological disability (\$9.42). Workers with a sensory or a psychiatric disability earned on average around \$10 per hour, and those with a speech disability earned over \$11 per hour.

Workers with a sensory or speech disability had the highest mean incomes per week of the support period of between \$213 and \$232, and the remaining groups, other than that with a psychiatric disability, had mean incomes between \$163 and \$186.

The mean time taken to get a job was about 14 weeks for people with a primary disability type 'intellectual/learning', 'physical', 'vision' or 'neurological', and about 12 weeks for people with a primary disability type 'acquired brain injury', 'hearing' or 'psychiatric'. People in the 'deaf and blind', and 'speech' disability groups apparently had the lowest mean employment wait for a job, but there are only small numbers in these groups supported by open employment services.



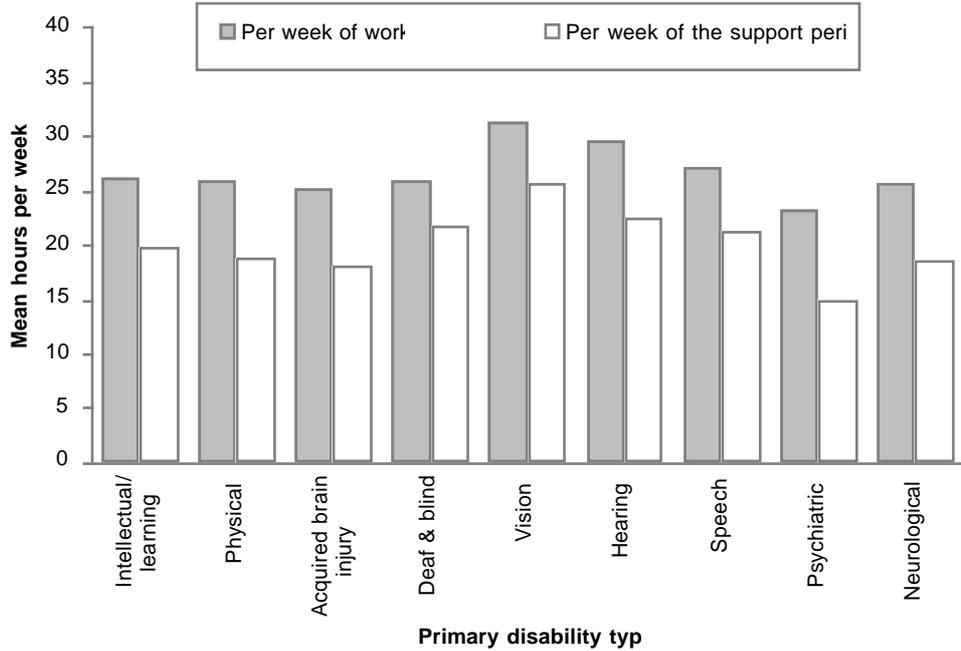


Figure 4.7: Workers, 1995: mean hours of work per week by primary disability type

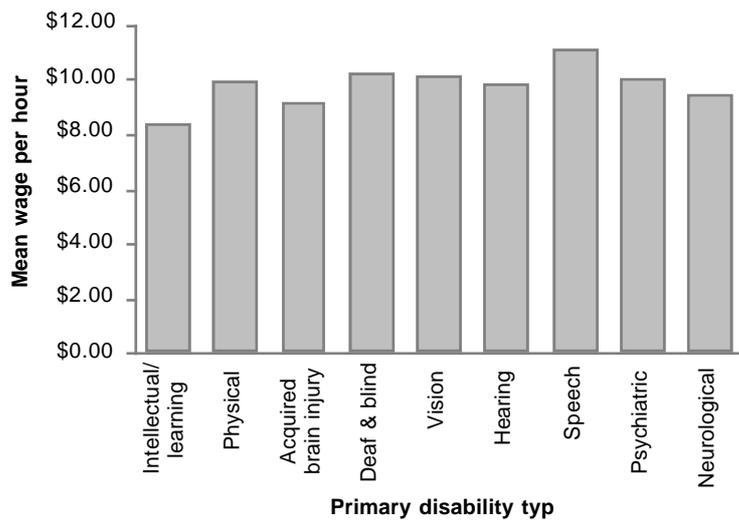
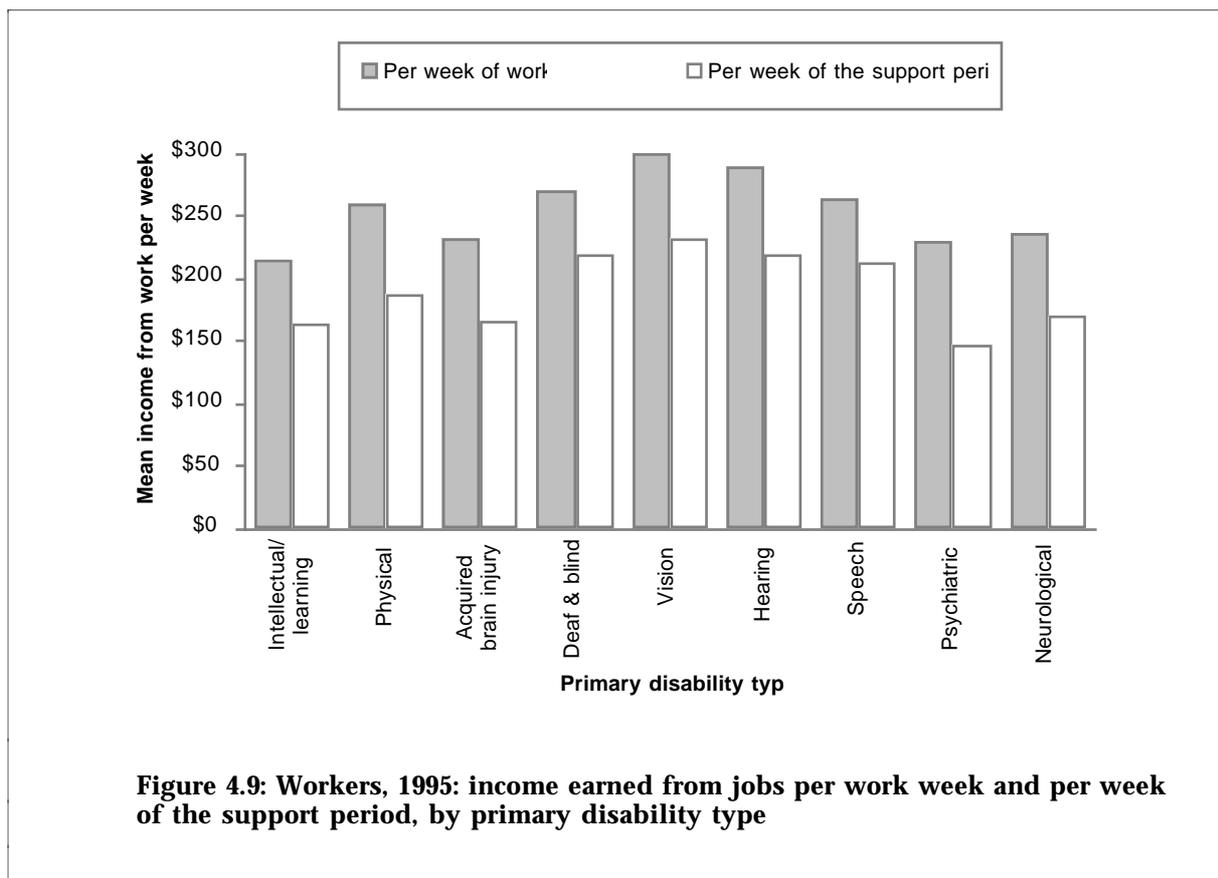


Figure 4.8: Workers, 1995: mean wages per hour by primary disability type



The job experience of clients with an episodic disability largely reflects that of clients with a psychiatric disability. This is because 75% of clients with an episodic disability had a psychiatric disability (Table 3.3). Thus, clients with an episodic primary disability were more likely to have remained unemployed during their support period and, if employed at all, were more likely to have finished a job than clients with a disability of a non-episodic nature (Table 4.16). However, the percentage increase in workers was greater for those with an episodic primary disability (67%) than for those with a non-episodic disability (46%).

Table 4.16: Client job history during 1995 by episodic nature of primary disability

Nature of primary disability	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Episodic	1,867	58.0	469	14.6	117	3.6	507	15.7	261	8.1	72	67
Not episodic	7,733	50.5	3,550	23.2	599	3.9	2,500	16.3	920	6.0	80	46
Unknown	3		1									

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Workers with an episodic disability had a higher average hourly wage rate (Table 4.17) probably because they were more likely to work in casual or temporary jobs than workers with a non-episodic disability (57% and 71% of workers were in permanent regular work of these two groups respectively). However, the weekly wage rate was

about the same for the two groups because workers without an episodic disability on average worked 3 more hours per working week. They also had a higher percentage of their support period in work, thus their mean income per week of the support period was higher.

Table 4.17: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by nature of primary disability

Nature of primary disability	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Episodic	1,354	1.36	12.7	28.5	66.8%	23.5	15.9	\$9.95	\$230	\$154
Not episodic	7,569	1.28	13.5	34.1	73.8%	26.5	19.9	\$8.80	\$229	\$171

- (a) Clients who had a job during 1995, not including work experience.
- (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
- (c) Percentage of the support period.
- (d) Per week of the support period.

4.8 Job experience and presence of other disability

Clients with more than one disability were less likely to have had a job than clients with one disability only (Table 4.18). This gap widened over the support period since the percentage gain in workers was greater for the latter group. Further, on average, people with more than one disability who had a job worked two hours less per week, earned slightly less per hour and thus per week, and took 1.5 more weeks to get a job (Table 4.19).

Table 4.18: Client job history during 1995 by presence of other disability

Other disability	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Yes	2,333	54.9	862	20.3	176	4.1	609	14.3	271	6.4	77	42
No	7,270	50.9	3,158	22.1	540	3.8	2,398	16.8	910	6.4	79	50

- (a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
- % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Table 4.19: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by presence of other disability

Other disability	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Yes	1,918	1.27	14.5	33.5	71.6%	24.4	17.6	\$8.70	\$210	\$150
No	7,006	1.30	13.0	33.2	73.0%	26.5	19.8	\$9.05	\$234	\$174

- (a) Clients who had a job during 1995, not including work experience.
- (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
- (c) Percentage of the support period.
- (d) Per week of the support period.

4.9 Job experience and frequency of assistance required for activities of daily living

There was no consistent association between job participation or job history and the frequency of assistance required by clients for one or more activities of daily living (that is, self-care, mobility and verbal communication, Table 4.20). Those who required only occasional ADL assistance had the greatest percentage with a job and the greatest retention rate, and those who did not require ADL assistance had the lowest levels of employment and job retention.

Table 4.20: Client job history during 1995 by frequency of assistance required for activities of daily living^(a)

Frequency of ADL assistance required	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Not at all	3,741	53.7	1,319	18.9	271	3.9	1,144	16.4	490	7.0	76	55
Occasionally	2,841	49.8	1,443	25.3	194	3.4	925	16.2	306	5.4	83	45
Frequently	2,022	51.1	846	21.4	188	4.8	633	16.0	272	6.9	76	43
Continually	995	52.8	410	21.8	63	3.3	305	16.2	111	5.9	80	51
Not known	4		2						2			

(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

(b) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Frequency of ADL assistance did have a consistent association with mean hours of work and mean hourly wages (Table 4.21). If workers who needed no ADL assistance and those who needed occasional ADL assistance are grouped together, then these two measures decreased significantly with increasing frequency of ADL assistance. There were even larger mean differences in weekly wage with this factor. The amount of time in work or mean time to obtain a job did not vary systematically with the frequency of ADL assistance required.

Table 4.21: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by frequency of assistance required for activities of daily living^(b)

Frequency of ADL assistance required	No. of workers	Mean jobs/worker	Mean ^(c) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(d)	Per work week	Per week ^(e)	Per hour	Per work week	Per week ^(e)
Not at all	3,224	1.30	13.4	31.6	70.2%	26.8	19.2	\$9.22	\$241	\$172
Occasionally	2,868	1.27	13.7	35.1	76.0%	27.4	21.4	\$9.27	\$247	\$191
Frequently	1,939	1.31	12.6	33.4	72.3%	24.8	18.2	\$8.76	\$215	\$157
Continually	889	1.30	13.6	33.5	72.1%	21.5	15.4	\$7.59	\$159	\$108

(a) Clients who had a job during 1995, not including work experience.

(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

(c) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(d) Percentage of the support period.

(e) Per week of the support period.

4.10 Job experience and type of living arrangement

About 85% of clients either lived alone or lived with family members, with the latter being by far the most common living arrangement (12,455 clients or 67%). These people were more likely to have a job than those who lived in other types of accommodation (Table 4.22). The proportion of clients who had a job was slightly higher for those living with family members (50%) than those living alone (48%), but otherwise the job history patterns of these two groups were similar. In both cases the percentage increase in workers over the support period was 49%, just above average.

Table 4.22: Client job history during 1995 by type of living arrangement

Type of living arrangement	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Lives alone	1,721	51.8	693	20.9	125	3.8	528	15.9	254	7.7	76	49
Lives with family members	6,154	49.7	2,788	22.5	513	4.2	2,132	17.2	789	6.4	79	49
Special purpose	490	56.5	195	22.5	27	3.1	112	12.9	44	5.1	81	38
Other community	394	55.3	144	20.2	29	4.1	93	13.1	52	7.3	75	37
Nursing home	14	58.3	7	29.2	0		3	12.5	0		—	—
Hospital	12	92.3	1	7.7	0		0		0		—	—
Other institutional	34	73.9	4	8.7	0		6	13.0	2	4.4	—	—
No usual residence	41	67.2	8	13.1	1	1.6	5	8.2	6	9.8	65	44
Not known	743	67.2	178	16.3	21	1.9	128	11.6	33	3.1	85	54

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Clients living in 'special purpose' or 'other community' accommodation were the next most likely to be employed. The main difference between these groups and those living alone or with family was that a lower proportion of clients gained and retained jobs and thus the percentage increase in workers was also lower.

Only about one-third of people with no usual residence or whose living arrangement was not known had a job during the support period. Of the 83 people living in a nursing home, hospital or other institution, 23 had a job.

Of the living arrangement groups with substantial numbers, the group of clients whose living arrangements were unknown had particularly high means for proportion of support time in work and hours of work, which suggests that this group was not a random sample of all clients (Table 4.23). The other four groups had similar means for proportion of time in work, but workers who lived alone or who lived with family had the next highest mean hours of work per week.

Workers who lived alone had the highest hourly wage rate of \$9.89, about a dollar more than workers who lived with family members. Workers living in special-purpose accommodation had particularly low mean hours of work per week and mean hourly rate of pay, and thus their mean weekly income was also very low.

Table 4.23: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by type of living arrangement

Type of living arrangement	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Lives alone	1,600	1.35	12.5	31.8	71.4%	25.5	18.7	\$9.89	\$249	\$182
Lives with family members	6,222	1.29	13.4	33.5	72.7%	26.3	19.5	\$8.86	\$228	\$168
Special purpose	378	1.25	15.3	35.1	74.9%	21.1	15.8	\$7.39	\$152	\$109
Other community	318	1.25	13.6	32.3	71.3%	24.8	18.1	\$8.32	\$199	\$144
Nursing home	10	1.00	25.2	40.7	82.6%	14.4	12.2	\$6.00	\$111	\$90
Hospital	1	1.00	-	52.0	100.0%	5.0	5.0	\$5.00	\$25	\$25
Other institutional	12	1.00	14.8	36.4	74.3%	24.5	20.6	\$7.41	\$180	\$145
No usual residence	20	1.10	9.6	25.9	65.4%	25.3	18.0	\$8.47	\$211	\$145
Not known	363	1.17	13.8	36.0	77.3%	31.1	24.4	\$9.48	\$281	\$208

- (a) Clients who had a job during 1995, not including work experience.
 (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
 (c) Percentage of the support period.
 (d) Per week of the support period.

4.11 Job experience and disability panel endorsement

Clients who had a disability panel referral (see Section 3.1) were the least likely to have had a job at the beginning of the support period, but the most likely to have gained and retained a job (Table 4.24). This group thus had the highest percentage gain in workers over the support period. Clients who were endorsed by a disability panel had the highest employment rate during 1995. The group of clients who had not been considered by a disability panel had the lowest employment rate, and the lowest percentage gain in workers over the support period. Only 99 clients had been rejected by a disability panel and of these 46 had a job at some time during 1995.

Table 4.24: Client job history during 1995 by disability panel endorsement

	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Referred	1,091	55.3	272	13.8	73	3.7	382	19.4	154	7.8	74	90
Endorsed	4,276	46.9	1,973	21.6	400	4.4	1,733	19.0	735	8.1	77	56
Rejected	53	53.5	25	25.3	2	2.0	13	13.1	6	6.1	83	41
Not referred, endorsed or rejected	4,179	57.0	1,749	23.9	241	3.3	879	12.0	284	3.9	83	32
Not known	4		1						2			

- (a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
 % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

On average, referred and endorsed workers spent a lesser proportion of their support period in work, and worked fewer hours per week than those who had been rejected by a

panel, or who had not been referred, endorsed or rejected (Table 4.25). This meant that although there was not substantial variation in hourly wages, the latter two groups had higher weekly incomes, both while in work and averaged over the whole support period.

Table 4.25: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by disability panel endorsement

Disability panel endorsement	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Referred	881	1.26	12.7	28.3	64.4	26.0	17.2	\$9.02	\$232	\$152
Endorsed	4,841	1.33	13.5	32.1	70.3	24.6	17.4	\$8.95	\$216	\$151
Rejected	46	1.28	14.2	39.3	78.0	28.0	22.7	\$9.55	\$268	\$224
Not referred, endorsed or rejected	3,153	1.24	13.3	36.4	78.6	28.3	22.8	\$8.98	\$249	\$200

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

4.12 Job experience, funding type and referral source

Job history and conditions varied with funding type. Clients of the Supported Wage System were most likely to have had a job and, if they did, to have spent the highest proportion of their support period in work (Table 4.26). However, this small group had a very low percentage increase in workers over the support period. A greater percentage of CETP and ISJ clients had a job than for 'other' funding-type clients, although the latter group were the least likely to finish a job gained during the support period, and had the greatest percentage increase in workers over the support period.

Table 4.26: Client job history during 1995 by funding type

Funding type	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
CETP	6,465	52.2	2,539	20.5	455	3.7	2,073	16.7	862	7.0	78	54
ISJ	2,319	50.3	1,142	24.8	212	4.6	688	14.9	251	5.4	80	35
Supported Wage System	105	43.9	82	34.3	12	5.0	27	11.3	13	5.4	81	16
Other	648	55.7	233	20.0	33	2.8	198	17.0	52	4.5	84	62
Not known	66		24		4		21		3			

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

CETP clients worked the most hours per working week and had the highest hourly wage rates and therefore weekly wages (Table 4.27). Clients in the Supported Wage System had a very low hourly wage of \$6.37, \$2.60 below average (see Table 4.7). However, this group had the least time on average to get a job.

Table 4.27: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by funding type

Funding type	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
CETP	5,929	1.31	13.4	32.5	71.4%	27.6	20.1	\$9.31	\$249	\$180
ISJ	2,293	1.26	13.4	34.8	75.1%	22.8	17.4	\$8.42	\$192	\$146
Other	516	1.27	13.2	33.4	74.8%	23.7	18.1	\$8.16	\$192	\$143
Supported Wage System	134	1.33	11.8	40.1	82.2%	23.8	20.0	\$6.37	\$145	\$120
Not on list	5	1.80	13.1	36.6	75.2%	22.3	14.4	\$9.33	\$213	\$140
Missing	47	1.23	10.5	35.3	77.6%	29.6	22.8	\$10.27	\$293	\$229

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

Clients referred to agencies by the Department of Health and Family Services were the most likely to have had a job, whereas those from 'other' sources were the least likely (Table 4.28).

Table 4.28: Client job history during 1995 by referral source

Referral source	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Self or family	2,140	50.7	942	22.3	157	3.7	738	17.5	243	5.8	81	53
Education system	1,214	50.4	554	23.0	107	4.5	395	16.4	137	5.7	80	44
DEET programs	766	49.9	318	20.7	72	4.7	274	17.8	106	6.9	77	52
Health & Family Services	2,182	46.9	1,232	26.5	194	4.2	739	15.9	306	6.6	80	38
Other	3,285	57.8	972	17.1	186	3.3	854	15.0	387	6.8	76	58
Missing	16		2				7		2			

(a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

% gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Workers who were referred by the former Department of Employment, Education and Training (DEET, now the Department of Employment, Education, Training and Youth Affairs) had the highest mean hours of work and hourly and weekly wage rates followed by those who were self- or family-referred (Table 4.29). The lowest hourly wage rate was for those referred by educational institutions, presumably because they were generally younger (Table 4.29). There was little variation in time taken to get a job.

Table 4.29: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by referral source

Referral source	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Self or family	2,080	1.31	13.5	33.3	72.7%	26.4	19.7	\$9.57	\$243	\$177
Education system	1,193	1.25	13.2	35.0	74.4%	26.6	20.3	\$7.94	\$208	\$160
DEET programs	770	1.33	12.7	32.7	71.6%	28.4	20.6	\$9.59	\$264	\$193
Health and Family Services	2,471	1.26	13.7	34.2	74.5%	25.8	19.5	\$8.64	\$222	\$166
Other	2,399	1.32	13.2	31.7	70.5%	24.9	17.9	\$9.14	\$225	\$160
Unknown	11									

- (a) Clients who had a job during 1995, not including work experience.
 (b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
 (c) Percentage of the support period.
 (d) Per week of the support period.

4.13 Job experience and primary source of income

Of those clients for whom paid employment was recorded as their primary source of income, as at the end of the support period, 6% did not have a job during the period in support. This group generally had a very high rate of worker retention but a low percentage increase in workers because so many were already employed (Table 4.30). On average, these workers had the highest proportion of the support period in work, worked the most hours per week, and had the highest income from jobs (Table 4.31). This was to be expected since those workers with substantial jobs were the most likely to have paid employment as their primary source of income.

Table 4.30: Client job history during 1995 by source of income

Source of income	No job		Job retained		Job lost		Job gained & retained		Job gained & lost		Worker rates ^(a)	
	n	%	n	%	n	%	n	%	n	%	% retain	% gain
Disability Support Pension	6,611	61.4	1,507	14.0	369	3.4	1,495	13.9	781	7.3	72	60
Jobsearch/Newstart	1,091	54.0	314	15.5	102	5.0	354	17.5	161	8.0	72	61
Other pension/benefit	903	66.8	134	9.9	48	3.6	190	14.1	76	5.6	72	78
Paid employment	197	6.4	1,842	59.9	150	4.9	790	25.7	96	3.1	92	32
Compensation income	47	61.8	16	21.1	2	2.6	9	11.8	2	2.6	86	39
Nil income	555	62.4	149	16.8	32	3.6	109	12.3	44	5.0	77	43
Other income	196	57.1	56	16.3	12	3.5	60	17.5	19	5.5	79	71
Not known	3		2		1				2			

- (a) % retain calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.
 % gain calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

The employment rate for clients whose primary income source was not paid employment was below the overall average of 48% (Table 4.30, see Table 4.6). Jobsearch and Newstart clients, and clients with 'other income' had the highest employment rate of these (46% and 43%) and clients on pensions or benefits other than the Disability Support

Pension, the lowest rate (33%). However, this latter group had the highest percentage increase in workers over the support period. By far the largest group were clients whose principal source of income was the Disability Support Pension, of whom approximately two-fifths (39%) had a job.

Workers who had a pension or benefit on average spent the lowest proportion of the support period in work and had below-average hourly wage rates (Table 4.31). Jobsearch/ Newstart workers also tended to have had a low mean time in work, but much higher hours of work and hourly wage rates, so that their job income was greater.

Table 4.31: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by source of income

Source of income	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Disability Support Pension	4,152	1.31	14.0	29.8	66.4%	22.1	14.6	\$8.80	\$191	\$124
Jobsearch/ Newstart	931	1.36	11.9	30.3	67.1%	28.8	19.7	\$9.33	\$262	\$180
Other pension/benefit	448	1.34	13.2	27.1	64.0%	25.6	16.9	\$9.57	\$237	\$157
Paid employment	2,878	1.26	12.9	40.4	84.7%	30.6	26.1	\$9.07	\$273	\$231
Compensation income	29	1.24	11.2	36.2	81.5%	22.8	18.4	\$9.96	\$216	\$170
Nil income	147	1.26	11.4	32.2	74.0%	25.8	19.8	\$9.08	\$237	\$178
Other income	334	1.16	11.7	33.0	74.3%	28.6	22.0	\$8.39	\$236	\$183

- (a) Clients who had a job during 1995, not including work experience.
(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
(c) Percentage of the support period.
(d) Per week of the support period.

4.14 Job experience, employment basis, occupation and industry

For workers with more than one job, the basis of employment, occupation and type of industry may have varied from job to job, so for these three variables each worker was classified by primary job (defined as the job in which the most hours were worked during the support period). However, the measures of job experience were calculated across all of a worker's jobs, as before.

Table 4.32: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by basis of employment of primary job

Basis of employment	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Permanent regular	6,141	1.24	13.2	36.1	77.2%	28.4	22.2	\$8.78	\$245	\$190
Other	2,783	1.40	13.6	27.1	62.7%	20.9	13.0	\$9.39	\$194	\$121

- (a) Clients who had a job during 1995, not including work experience.
(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.
(c) Percentage of the support period.
(d) Per week of the support period.

Workers with a permanent regular primary job spent substantially more of their time in work (by 14.5 percentage points), were more likely to have had only one job, and on average worked 7.5 hours more per working week than workers in other sorts of employment (Table 4.32). This meant that although on average the latter group earned about 50c more per hour, weekly wages were about \$50 less, and income from jobs over the whole support period was \$70 less per week. The time before getting the first job was similar for the two groups.

Job experience varied greatly with occupation and industry of primary job. Workers whose primary job was classified as manager or professional had the largest proportion of time in work, and those whose primary job was as sales or personal service staff, plant and machine operator or driver, or labourer had the lowest proportion (Table 4.33). Hours per working week varied from 22.8 for sales and personal service staff to 32.9 for plant and machine operators and drivers. Wages varied with occupation much as might be expected, except the mean for trades persons of \$7.84 is extremely low. Labourers were the most likely to have had more than one job, managers the least. The time to get the first job ranged from about 11 weeks for managers to 15 weeks for sales and personal service staff.

Table 4.33: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by occupation group of primary job

Occupation group	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week	Per hour	Per work week	Per week
Managers	26	1.15	10.9	37.5	81.0%	31.1	24.2	\$13.22	\$365	\$268
Professionals	151	1.26	14.1	35.4	79.1%	27.0	21.7	\$12.00	\$319	\$254
Para-professionals	139	1.23	13.1	32.7	72.8%	27.2	20.4	\$11.48	\$300	\$225
Trades persons	634	1.24	12.1	37.2	78.7%	28.8	23.0	\$7.84	\$223	\$175
Clerks	1,162	1.22	14.2	35.2	75.6%	28.8	22.3	\$10.02	\$282	\$216
Sales/personal service staff	1,030	1.23	15.2	31.8	70.4%	22.8	16.5	\$9.51	\$214	\$154
Plant & machine operators & drivers	157	1.26	13.6	31.7	70.3%	32.9	23.5	\$9.38	\$311	\$223
Labourers/workers	5,611	1.33	12.9	32.7	71.7%	25.5	18.6	\$8.64	\$216	\$156
Missing	14	1.07	19.0	27.4	60.6%	33.5	20.2	\$8.79	\$294	\$168

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

Mean hours of work per working week varied from 18.3 for the fast-food industry to 33.0 for manufacturing industry (Table 4.34). The mean hourly wage rate ranged from \$7.98 for wholesale trade to \$10.73 for communication services, and the mean weekly wage ranged from \$148 for fast food to \$305 for government/defence. The highest mean incomes and weekly wages were for government/defence and finance and insurance, due to a relatively high combination of hours worked, time in work and hourly wages. The lowest time spent in work with the highest likelihood of having had more than one job were for agriculture, forestry and fishing, and personal and other services.

Table 4.34: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by industry of primary job

Industry	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
Agriculture, forestry & fishing	445	1.55	12.4	29.7	65.9%	28.4	19.2	\$8.02	\$224	\$150
Mining	19	1.16	12.9	30.4	69.1%	30.6	22.1	\$9.41	\$288	\$209
Manufacturing	1,536	1.25	13.0	34.2	74.0%	33.0	24.8	\$8.51	\$282	\$209
Electricity, gas & water supply	34	1.24	15.8	33.4	71.8%	26.8	18.7	\$9.56	\$262	\$174
Construction	126	1.29	11.3	31.2	70.7%	32.2	23.5	\$9.41	\$296	\$209
Wholesale trade	317	1.36	13.2	33.8	71.4%	27.8	20.2	\$7.98	\$228	\$161
Retail trade	1,214	1.25	13.6	32.1	70.5%	23.2	16.9	\$8.91	\$200	\$145
Clothing/textiles/footwear	126	1.37	14.0	32.9	69.0%	28.4	20.4	\$8.61	\$248	\$176
Hospitality	752	1.24	13.5	31.6	70.8%	23.8	17.2	\$9.27	\$217	\$155
Fast food	477	1.22	13.1	34.6	74.4%	18.3	13.8	\$8.18	\$148	\$110
Transport and storage	199	1.26	11.1	31.5	72.4%	29.5	21.5	\$9.53	\$274	\$198
Communication services	172	1.22	14.7	33.1	72.4%	27.1	20.2	\$10.73	\$289	\$213
Finance and insurance	73	1.32	9.3	34.9	78.9%	30.8	24.9	\$10.10	\$303	\$236
Property and business services	319	1.33	13.6	32.7	72.7%	24.4	17.7	\$8.58	\$197	\$140
Government/defence	493	1.15	14.1	40.0	82.1%	31.3	26.0	\$9.78	\$305	\$255
Education	261	1.31	13.3	36.7	76.4%	24.4	19.0	\$9.61	\$224	\$171
Health and community services	769	1.28	13.8	35.4	77.2%	23.5	18.7	\$10.03	\$229	\$180
Cultural and recreational services	178	1.28	14.4	32.5	70.8%	22.7	16.6	\$9.86	\$211	\$152
Personal and other services	456	1.41	13.4	30.6	68.5%	20.2	14.1	\$9.55	\$183	\$125
Other	914	1.38	13.4	32.2	72.1%	23.2	16.7	\$8.54	\$194	\$138
Missing	44	1.30	18.6	22.4	50.4%	33.2	17.2	\$7.36	\$242	\$117

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

4.15 Job experience by State and Territory

The mean number of clients per agency site for all sites in Australia in 1995 was 81.6 (Table 4.35). There was considerable variation among States and Territories with sites in Victoria and South Australia having over three times the mean number of clients as those in the Northern Territory. The number of staff did not always vary consistently with the number of clients, so that there was a wide range in the ratio of clients per full-time staff equivalent. The highest ratio was for Tasmania which was about twice that for South Australia and the Australian Capital Territory. There was slightly less variation among States and Territories in the ratio of workers to staff because of differences in the mean percentage of clients who were workers.

Table 4.35: Mean numbers of clients and workers per agency site by State, 1995

State	Number of sites	Mean number of clients	Mean number of workers	Mean % workers	Ratio of clients to staff	Ratio of workers to staff
New South Wales	71	73.6	32.7	45.2	13.3	5.9
Victoria	55	103.6	46.3	44.9	15.3	6.8
Queensland	54	75.0	37.0	50.5	12.5	6.2
Western Australia	28	74.5	45.4	56.8	9.7	5.9
South Australia	7	105.3	50.7	45.8	8.5	4.1
Tasmania	4	64.3	29.3	45.9	17.1	7.8
Australian Capital Territory	5	75.0	47.2	65.2	8.8	5.5
Northern Territory	3	32.7	27.3	76.6	9.3	7.8
Australia	227	81.6	39.3	48.7	13.1	6.3

The four most populous States (New South Wales, Victoria, Queensland and Western Australia) had 91% of workers. For these States the proportion of workers who had permanent regular jobs ranged from 64% to 74%, and the proportion who retained a job varied between 74% and 82% (Table 4.36). Victoria had the highest percentage increase in the number of workers (63.5%) and Western Australia the lowest (42.1%).

The four smaller States and Territories varied more widely in these job measures, but the absolute numbers of workers were very small, particularly for the Northern Territory (82) and Tasmania (117). Tasmania had very low rates of retention and permanent regular work, whereas the other three had higher rates than the larger States. The increase in workers was much lower than for the larger States, ranging from 13% for the Northern Territory to 27% for Tasmania.

Table 4.36: Mean number of workers by job history per agency site, and rates of job outcome by State, 1995

State	Mean number of workers per site by job history				Primary job	Rates of job outcome	
	Job retained	Job lost	Job gained & retained	Job gained & lost	% permanent regular	% of workers retaining a job ^(a)	% increase in workers ^(b)
New South Wales	15.4	2.7	11.3	3.2	74.4	81.8	47.6
Victoria	19.2	3.2	17.4	6.4	64.3	79.3	63.5
Queensland	14.4	3.5	12.8	6.2	67.2	73.6	51.6
Western Australia	21.4	3.4	13.8	6.8	71.8	77.6	42.1
South Australia	34.1	3.3	10.1	3.1	68.2	87.3	18.3
Tasmania	10.3	4.8	8.8	5.5	37.6	65.0	26.7
Australian Capital Territory	31.0	2.6	9.0	4.6	74.2	84.7	19.1
Northern Territory	17.7	2.3	5.0	2.3	75.6	82.9	13.3
Australia	17.7	3.2	13.2	5.2	68.8	78.7	48.4

(a) Calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

(b) Calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

The Northern Territory had the highest mean hourly and weekly wages, followed by South Australia (Table 4.37). Queensland and Western Australia were the only States for which the mean hourly wage rate was below the average for Australia. Mean hours of work per work week were higher for workers in New South Wales, South Australia and

the Northern Territory than the other States and Territories, and workers in South Australia and the two Territories on average spent the most time in work. In fact, South Australia stands out as having the lowest number of jobs per worker, the highest proportion of the support period in work and the highest mean hours per work week. The mean time to get a job varied from 10 weeks (Northern Territory) to 16 weeks (Tasmania).

Table 4.37: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by State

State	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
New South Wales	2,321	1.20	14.4	34.1	74.2%	27.7	21.0	\$9.09	\$247	\$186
Victoria	2,545	1.36	12.0	32.4	72.2%	25.3	18.4	\$9.33	\$227	\$162
Queensland	1,996	1.28	13.3	31.2	69.0%	25.1	17.7	\$8.68	\$214	\$149
Western Australia	1,271	1.43	14.6	33.5	71.3%	25.6	18.7	\$8.15	\$207	\$150
South Australia	355	1.12	12.7	41.2	86.5%	28.6	24.9	\$9.74	\$276	\$244
Tasmania	117	1.29	15.9	28.2	63.5%	24.7	15.6	\$9.66	\$229	\$147
Australian Capital Territory	236	1.16	12.6	40.4	83.1%	25.7	22.1	\$9.11	\$237	\$204
Northern Territory	82	1.28	10.0	36.1	82.5%	27.5	24.2	\$10.46	\$288	\$253
Australia	8,923	1.29	13.3	33.3	72.7%	26.1	19.3	\$8.97	\$229	\$168

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

4.16 Job experience and agency site characteristics

On average, urban agency sites had about 25% more clients than rural sites and over twice the number of clients of sites in remote areas (Table 4.38). The ratio of clients to agency staff did not vary substantially with region.

Table 4.38: Mean numbers of clients and workers per agency site by location, 1995

Location	Number of sites	Mean number of clients	Mean number of workers	Mean percent workers	Ratio of clients to staff	Ratio of workers to staff
Urban	149	89.0	42.5	49.0	12.4	5.9
Rural	69	70.8	34.7	46.6	13.4	6.6
Remote	9	41.2	22.8	59.1	13.8	7.6

Note: Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.

Remote sites had the highest percentage of clients who had a job in 1995 (Table 4.38), but a much lesser proportion of them had permanent regular employment than in the other areas (Table 4.39). Only 2.3% (205) of workers were supported by sites in remote areas. Job retention rates were similar for all three regions.

The percentage increase in workers from the beginning to the end of the support period was very high for remote sites, but this was starting from a very small base. In absolute terms the number increased from 77 to 160 workers. In remote areas the mean number of

jobs per worker was higher than average and the mean wait to get work was lower than average, both of which most probably reflect the high level of casual work undertaken.

Table 4.39: Mean number of workers by job history per agency site, and rates of job outcome by location^(a), 1995

Location	Mean number of workers per site by job history				Primary job	Rates of job outcome	
	Job retained	Job lost	Job gained & retained	Job gained & lost	% permanent regular	% of workers retaining a job ^(b)	% increase in workers ^(c)
Urban	20.2	3.4	13.7	5.2	72.9	79.8	43.8
Rural	13.8	2.9	12.6	5.4	60.4	76.0	58.5
Remote	7.0	1.6	10.8	3.4	42.0	78.0	107.8

(a) Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.

(b) Calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

(c) Calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

The mean hourly wage did not vary greatly by location, but for workers in remote areas it was 27c below the overall average, despite the fact that they were more likely to be in casual work (Table 4.40). Workers in urban areas on average worked nearly five hours more per work week than those in rural or remote regions. They also tended to have had a greater proportion of their support period with a job. This meant that weekly income was considerably higher for urban workers, whether it was measured per week of work or per week of the support period.

Table 4.40: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by location^(b) of agency site

Location	No. of workers	Mean jobs/worker	Mean ^(c) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(d)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(e)
Urban	6,326	1.23	13.6	34.0	74.0%	27.4	20.6	\$8.99	\$242	\$181
Rural	2,392	1.43	13.3	31.8	69.7%	22.9	16.3	\$8.96	\$198	\$140
Remote	205	1.64	9.3	29.0	68.5%	22.8	15.7	\$8.70	\$196	\$131

(a) Clients who had a job during 1995, not including work experience.

(a) Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.

(c) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(d) Percentage of the support period.

(e) Per week of the support period.

As might be expected, the mean number of clients per site increased with the number of staff per site (Table 4.41). However, this increase was not proportional to the number of staff, and the ratios of clients to staff and, to a lesser extent, workers to staff decreased with staff size. The proportion of clients who had a job also increased with size of site. The larger sites tended to have more workers who retained a job in permanent regular employment, and a corresponding lesser percentage increase in the number of workers over the support period (Table 4.42). However, the smallest sites with 3 or fewer staff had both comparatively high rates of worker retention and percentage increase in workers.

Table 4.41: Mean numbers of clients and workers per agency site by number of paid staff, 1995

Number of paid staff	Number of sites	Mean number of clients	Mean number of workers	Mean percent workers	Ratio of clients to staff	Ratio of workers to staff
<3	56	35.5	13.5	40.0	19.4	7.3
3–5	46	60.1	26.7	49.4	15.2	6.7
5.1–10	87	95.9	47.4	51.4	13.1	6.5
10.1–15	24	128.3	64.8	53.6	10.8	5.4
>15	12	169.6	96.3	62.4	8.5	4.7
Not known	2	157.0	53.0	18.0		

Table 4.42: Mean number of workers by job history per agency site, and rates of job outcome by number of paid staff, 1995

Number of paid staff	Mean number of workers per site by job history				Primary job	Rates of job outcome	
	Job retained	Job lost	Job gained & retained	Job gained & lost	% permanent regular	% of workers retaining a job ^(a)	% increase in workers ^(b)
<3	5.6	0.9	5.6	1.5	66.2	82.5	72.3
3–5	9.2	2.1	10.2	5.1	57.4	72.9	71.6
5.1–10	20.5	4.0	16.0	6.9	67.1	76.9	48.5
10.1–15	35.0	5.5	18.5	5.7	78.6	82.6	32.0
>15	49.5	6.7	29.6	10.6	74.8	82.1	40.8
Not known	33.0	1.5	18.5	0.0	77.4	97.2	49.3

(a) Calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

(b) Calculated as the percentage increase in the number of workers at the end of the support period compared with the start of the support period.

Workers supported by sites with ten or more staff on average spent more of their support period in work, but had lower hourly wage rates than workers supported by smaller sites (Table 4.43). This probably reflects the corresponding differences in the type of employment. The variation in hours of work per work week showed no pattern with staff numbers, and sites with 10 to 15 staff had the highest mean hours, and sites with over 15 staff the lowest.

Table 4.43: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by number of staff for agency site

Number of paid staff	No. of workers	Mean jobs/worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week ^(d)	Per hour	Per work week	Per week ^(d)
<3	754	1.24	12.9	30.9	72.6%	25.6	18.8	\$9.44	\$239	\$174
3–5	1,227	1.46	13.1	29.2	65.9%	26.1	17.5	\$9.15	\$234	\$156
5.1–10	4,126	1.29	13.3	32.3	71.2%	25.6	18.6	\$9.23	\$230	\$165
10.1–15	1,554	1.22	14.2	37.8	78.3%	28.1	22.4	\$8.51	\$235	\$186
>15	1,156	1.27	13.2	36.1	76.6%	24.6	19.3	\$8.05	\$197	\$153
Not known	106	1.08	13.3	38.5	87.1%	33.4	29.4	\$10.95	\$349	\$305

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

The mean number of clients and the client-to-staff ratio both varied widely with sites grouped by the proportion of clients with types of primary disability (Table 4.44, see Table 2.10). The two sites which catered almost exclusively to clients with a vision disability had by far the greatest mean number of clients and the highest ratios of clients and workers to staff. The workers supported by these sites also had unusually high hours of work per week. This suggests that one or both of these may not be typical open employment sites.

Table 4.44: Mean numbers of clients and workers per agency site by type of site, 1995

Type of site (proportion of clients with each disability type)	Number of sites	Mean number of clients	Mean number of workers	Mean percent workers	Ratio of clients to staff	Ratio of workers to staff
Predominate disability type ($\geq 75\%$)						
Intellectual/learning	73	72.3	37.9	51.8	10.4	5.4
Physical	8	35.9	15.9	43.3	8.1	3.6
Vision	2	218.5	108.0	56.7	67.2	33.2
Hearing	2	27.5	8.0	43.0	12.2	3.6
Psychiatric	20	69.3	26.5	41.0	15.7	6.0
Neurological	1	29.0	8.0	27.6	9.4	2.6
Substantial proportion of disability type (25–74%, not Intellectual/learning)						
Physical	14	71.1	31.5	48.0	13.6	6.0
Acquired brain injury	4	36.3	15.0	33.5	7.8	3.2
Psychiatric	23	99.3	41.7	40.4	15.6	6.5
Neurological	4	36.5	16.8	58.4	17.8	8.2
Other						
Intellectual/learning $\geq 50\%$	59	101.2	49.9	50.4	13.5	6.7
Intellectual/learning $< 50\%$	17	89.0	46.5	55.1	12.1	6.3

The other types of site fell into two categories on the basis of the number of clients. The mean number of clients ranged between 27 and 37 for sites with 75% or more of clients with a physical or hearing disability, or with 25% or more of clients with a neurological disability or acquired brain injury. For other sites the mean number of clients ranged between 70 and 101. These included sites with a client make-up at least 75% with a intellectual/learning disability, at least 25% with a psychiatric disability, or 25%–74% with a physical disability, or with a mixed clientele. Client-to-staff ratios were also generally higher for this second group of sites. The exception was those sites with 75% or more of clients with an intellectual disability, which had a relatively low client-to-staff ratio.

The results for job experience by type of site appear to largely reflect those of the primary disability types of the clients whom the site was supporting (Tables 4.45 and 4.46, see Tables 4.14 and 4.15). This can only be inferred indirectly by comparing the job experience of clients of a particular disability type with the job experience of clients who were supported by sites whose clientele was predominantly of people with that disability (that is, comparing Tables 4.14 and 4.15 with Tables 4.45 and 4.46). Such a comparison suggests that generally the job experience of a client did not differ substantially due solely to the type of site that was supporting him or her. In particular, clients supported by sites with a mixed clientele do not appear to be greatly advantaged or disadvantaged.

However, some differences due solely to type of site may exist. One difference that does stand out is between sites with 75% or more of clients with a psychological disability compared with those with 25–74% of such clients. On average, the workers supported by the former sites had significantly higher hours of work per week and higher hourly and weekly wages than workers supported by the latter sites.

Table 4.45: Mean number of workers by job history per agency site, and rates of job outcome, by type of site, 1995

Type of site (proportion of clients with each disability type)	Mean number of workers per site by job history				Primary job % permanent regular	Rates of job outcome	
	Job retained	Job lost	Job gained & retained	Job gained & lost		% of workers retaining a job ^(a)	% increase in workers ^(b)
Predominate disability type (≥75%)							
Intellectual/learning	19.5	3.1	11.0	4.3	74.5	80.5	34.9
Physical	10.9	1.0	3.6	0.4	69.3	91.3	22.1
Vision	77.5	3.5	26.0	1.0	83.8	95.8	27.8
Hearing	1.0	0.5	6.5	0.0	93.8	93.8	400.0
Psychiatric	9.8	1.8	10.0	5.0	53.2	74.5	70.3
Neurological	8.0	0.0	0.0	0.0	100.0	100.0	0.0
Substantial proportion of disability type (25–74%, not Intellectual/learning)							
Physical	12.2	2.6	12.4	4.4	67.8	78.0	66.2
Acquired brain injury	8.3	1.8	4.3	0.8	88.3	83.3	25.0
Psychiatric	13.5	3.5	17.3	7.5	57.4	73.8	81.5
Neurological	6.5	1.0	7.0	2.3	62.7	80.6	80.0
Other							
Intellectual/learning ≥50%	22.4	4.4	16.6	6.5	69.5	78.2	45.7
Intellectual/learning <50%	16.9	3.1	18.6	7.9	65.1	76.3	77.4

(a) Calculated as the proportion of all workers who were in the 'job retained' and 'job gained and retained' categories.

(b) Calculated as the % increase in the number of workers at the end of the support period compared with the start of the support period.

Table 4.46: Workers, 1995^(a): number of jobs, weeks to get job, time in work, hours of work and income earned from jobs, by type of site

Type of site (proportion of clients with each disability type)	No. of workers	Mean jobs/ worker	Mean ^(b) weeks to get job	Mean time in work		Mean hours of work		Income earned from jobs		
				Wks	% ^(c)	Per work week	Per week (d)	Per hour	Per work week	Per week (d)
Predominate disability type (≥75%)										
Intellectual/learning	2,765	1.21	14.5	35.9	75.5%	27.8	21.3	\$8.40	\$230	\$176
Physical	127	1.11	21.4	40.4	82.4%	27.3	22.9	\$8.94	\$251	\$211
Vision	216	1.07	14.3	41.6	88.7%	34.1	30.9	\$10.95	\$349	\$305
Hearing	16	1.13	15.0	25.9	66.0%	23.7	17.5	\$10.32	\$241	\$181
Psychiatric	530	1.32	13.1	26.8	66.9%	25.0	16.8	\$10.38	\$257	\$173
Neurological	8	1.00	.	49.8	100%	26.1	26.1	\$3.48	\$46	\$46
Substantial proportion of disability type (25–74%, not intellectual/learning)										
Physical	441	1.31	11.4	33.5	72.9%	26.4	19.6	\$9.78	\$249	\$182
Acquired brain injury	60	1.32	12.9	35.1	76.1%	19.8	15.8	\$6.66	\$147	\$114
Psychiatric	960	1.42	12.1	28.8	67.1%	22.3	15.0	\$9.17	\$197	\$130
Neurological	67	1.25	15.0	31.4	69.5%	26.1	18.4	\$8.81	\$230	\$159
Other										
Intellectual/learning ≥50%	2,943	1.33	13.3	33.3	72.2%	25.5	18.7	\$8.91	\$224	\$164
Intellectual/learning <50%	790	1.37	12.3	30.3	69.4%	25.4	18.1	\$9.57	\$242	\$173

(a) Clients who had a job during 1995, not including work experience.

(b) Mean time receiving support before commencement of first or only job for workers without a job at the start of the support period.

(c) Percentage of the support period.

(d) Per week of the support period.

4.17 Job experience and multiple related factors: regression analyses

The two-way tables show that the measures of job experience appear to have a complex association with a number of factors or variables. It is not sufficient to examine only the relationship of job experience and each factor separately, as this may be misleading. In particular, an apparent association between job experience and any one factor may be due to both variables being associated with a third variable, an effect known as confounding.

Regression analysis is a statistical method for analysing the relationship between a particular variable of interest, in this case a measure of job experience such as income per week, and a set of other variables or factors. The regression models the relationship of the job experience measure with all the factors simultaneously, and 'adjusts for' or 'controls for' any confounding effects.

The regression model is expressed as an equation that estimates or 'predicts' the value of the job experience measure from a function of the factors. Prediction in this sense means estimating income per week (or whatever the measure may be) from the values of the factors, for an observation taken under the same circumstances as the sample from which the regression equation was derived. This does not imply that any of the factors actually *cause* changes in income. The regression only models relationships or associations between income and other factors; any inferences that such relationships are due to direct cause and effect can only be made on the basis of other knowledge.

Two job experience measures have been modelled. These are whether a client had a job or not during 1995 (i.e. whether the client was a worker) and income from work per week of support.

Worker/non-worker

Whether a client had a job or not in 1995 can be considered as a binary variable, that is it can have two values only—a person can only have had a job or not have had a job.

Logistic regression is a commonly used statistical model in such cases. It models the likelihood that a client had a job, given the client's characteristics.

Likelihood is expressed in terms of odds ratios, and the logistic regression models the natural logarithm of the odds ratio. (Odds, as in horseracing, are equal to $p/1-p$, where p is the probability of having had a job, and $1-p$ is the probability of not having had a job. Thus if $p = 0.5$, then the odds are equal to 1; if $p = 0.75$, then the odds are equal to 3, i.e. 3 to 1.) As the odds are already a ratio, then the odds ratio is a ratio of a ratio, and so it is not easily interpretable. It is possible to estimate particular probabilities from odds ratios, but the main purpose here is to determine the relative importance of the various factors while controlling for confounding. (See Appendix 2 for further details of the regression analyses.)

The logistic regression analysis shows that with some important exceptions the associations between the probability of having had a job and the various factors discussed previously in this chapter are, in fact, similar to the simple two-way tables (Table 4.47).

In the regression model, all client characteristics except two were statistically significantly associated with the likelihood of getting a job. The two factors which were not statistically significant are not included in the model in Table 4.47. One was non-English-speaking background for which the difference in employment rate was small ($F_{1,18476} = 0.1$, $p > 0.05$; see also Table 4.12). The other was episodic nature of primary disability which, as previously discussed, is highly correlated with the type of disability, specifically with having a psychiatric disability. Thus, after controlling for type of disability, the episodic nature of disability is no longer a statistically significant factor ($F_{1,18476} = 1.2$, $p > 0.05$).

Agency site characteristics were also associated with the likelihood of having had a job. In particular, the number of staff and the number of clients supported at a site were both

highly statistically significant. Considering these two factors together showed that the likelihood of employment was inversely associated with the magnitude of the client-to-staff ratio, that is, clients were more likely to have had a job if supported by a site with a low client-to-staff ratio. A ratio of less than 5 to 1 in particular increased the likelihood of employment, such that a additional term for this could be entered into the model. Client-to-staff ratio appeared to interact with certain client characteristics, as discussed below. The patterns of employment likelihood with sex, age, Indigenous status and presence of other disabilities remain similar to those in Tables 4.6, 4.8, 4.10 and 4.18. However, the regression shows that contrary to the results of the simple analysis in Table 4.14, after controlling for other factors, clients with a psychiatric disability were about as likely to get a job as those with a physical or a neurological disability, or with an acquired brain injury. The main difference that remained was that people with an intellectual/learning disability were more likely to have had a job than people with one of the other common disabilities.

The main reason for this result appears to be the effect of controlling for the site client-to-staff ratio. Clients with a psychiatric disability were more likely to be supported by a site with a high client-to-staff ratio. For example, 58% of clients with a psychiatric disability were supported by a site with a client-to-staff ratio of 10 or greater, compared with 45% of all other clients, and 41% of clients with an intellectual/learning disability. Thus, one possible explanation is that clients with a psychiatric disability appeared to be less likely to get a job than clients with a physical disability, for example (see Table 4.14), simply because of this association with high site client-to-staff ratios, rather than because of differences between these disability types. However, other explanations are possible.

The two-way cross tabulations in Table 4.20 showed no consistent association between job participation and the frequency of assistance needed by clients for activities of daily living. However, the regression analysis suggests that clients who required a continual frequency of assistance were less likely to have had a job than others. Again, this appeared to be due to controlling for the client-to-staff ratio. In this case, clients who needed a continual frequency of assistance were more likely to be supported by a site with a low ratio, where they would receive more support (see Chapter 5). About 25% of these clients were supported by sites with a ratio less than 7.5, compared with 6% of all other clients. Thus, it appears that given the same amount of agency support, clients who needed continual ADL assistance were less likely to have had a job than other clients. However, because they were more likely to have received more support from an agency site with a low client-to-staff ratio, they look to be just as likely to have had employment as other clients. There were no statistically significant differences between the other levels of support ($F_{3,18476} = 7.6, p > 0.05$).

Clients who were either living alone or with family members were more likely to have had a job than clients with other living arrangements, whereas clients whose living arrangements were not known were less likely to have had a job. This latter group constituted over 6% of clients and appears to be not a random sample.

Clients who had been endorsed by a disability panel were more likely to have had a job than other clients. This may not necessarily be because of the effects of endorsement itself. Endorsement may be related to one or more other factors, for example severity of disability, which affect the chances of employment.

Not surprisingly, clients reported to be under the Supported Wage System as at the end of the year were more likely to have a job than others. There were no statistically significant differences between CETP and ISJ clients ($F_{1,18476} = 0.1, p > 0.05$). Clients who were referred from a source other than self, family, DEET or HFS were less likely to have had a job than those referred from any of these sources, but there was no statistically significant variation among them ($F_{3,18476} = 3.8, p > 0.05$).

The State/Territory of the agency site remained a statistically significant factor which suggests that there was variation between States in unmeasured external factors which may have affected employment success. Consistent with Table 4.38, clients of agency sites in remote locations were more likely to have had jobs than clients of urban or rural agency sites.

Table 4.47: Logistic regression model for clients having had a job during 1995 (18,527 clients)

Variable	Category ^(a)	Chi-square statistic ^(b)	Log odds ratio		Odds ratio	
			Estimate	Standard error	Estimate with 95% confidence interval	
Intercept			-0.93	0.13	0.39	(0.31, 0.51)
Sex	<i>Male</i>	57.5***				
	Female		-0.24	0.03	0.78	(0.74, 0.83)
Age	<i>15–19</i>	144.3***				
	20–24		0.52	0.05	1.68	(1.53, 1.84)
	25–29		0.52	0.05	1.68	(1.51, 1.86)
	30–44		0.40	0.05	1.50	(1.36, 1.65)
	45–59		0.35	0.07	1.41	(1.24, 1.61)
	60–64		0.60	0.35	1.81	(0.92, 3.60)
	65–69		2.32	1.14	10.21	1(.09, 95.90)
	Not known		-0.03	0.33	0.97	(0.51, 1.85)
	Indigenous status ^(c)	<i>No</i>	56.7***			
Yes			-0.44	0.11	0.65	(0.52, 0.81)
Not known			0.38	0.06	1.46	(1.30, 1.65)
Primary disability type	<i>Intellectual/learning</i>	135.3***				
	Physical		-0.34	0.05	0.71	(0.64, 0.79)
	Acquired brain injury		-0.33	0.09	0.72	(0.61, 0.86)
	Deaf and blind		-0.62	0.49	0.54	(0.21, 1.40)
	Vision		-0.46	0.10	0.63	(0.52, 0.78)
	Hearing		0.22	0.08	1.25	(1.06, 1.48)
	Speech		0.57	0.27	1.77	(1.04, 2.99)
	Psychiatric		-0.37	0.05	0.69	(0.63, 0.76)
	Neurological		-0.35	0.09	0.71	(0.59, 0.84)
	Not specified		-1.21	0.81	0.30	(0.06, 1.47)
Other disability	<i>No</i>	30.4**				
	Yes		-0.21	0.04	0.81	(0.75, 0.87)
Frequency of ADL assistance required	<i>Other</i>	22.5***				
	Continually		-0.25	0.05	0.78	(0.70, 0.86)
Type of living arrangements	<i>Other</i>	130.0***				
	Lives alone or with family		0.32	0.06	1.38	(1.24, 1.54)
	Not known		-0.41	0.09	0.66	(0.56, 0.79)
Disability panel	<i>Referred</i>	108.7***				
	Endorsed		0.25	0.05	1.28	(1.15, 1.42)
	Rejected		0.03	0.21	1.03	(0.68, 1.57)
	None of the above		-0.10	0.06	0.90	(0.81, 1.01)
	Not known		0.51	0.98	1.67	(0.25, 11.36)
Funding type	<i>CETP, ISJ or 'Other'</i>	26.5***				
	Supported Wage System		0.62	0.14	1.85	(1.40, 2.46)
	Not known		0.61	0.22	1.84	(1.20, 2.82)

(continued)

Table 4.47 (continued): Logistic regression model for clients having had a job during 1995

	Category ^(a)	Chi-square statistic ^(b)	Log odds ratio		Odds ratio	
			Estimate	Standard error	Estimate with 95% confidence interval	
Referral source	<i>Not 'other'</i> ^(d)	61.8***				
	Other		-0.27	0.04	0.76	(0.71, 0.81)
State	<i>New South Wales</i>	124.1***				
	Victoria		-0.03	0.05	0.97	(0.89, 1.07)
	Queensland		0.16	0.05	1.18	(1.07, 1.29)
	Western Australia		0.42	0.06	1.51	(1.35, 1.70)
	South Australia		-0.16	0.09	0.86	(0.72, 1.02)
	Tasmania		0.00	0.14	1.00	(0.76, 1.30)
	ACT		0.56	0.12	1.76	(1.40, 2.21)
	Northern Territory		1.48	0.29	4.39	(2.50, 7.72)
Agency site location	<i>Urban or rural</i>	15.3***				
	Remote		0.48	0.13	1.61	(1.27, 2.05)
Number of staff	<3	307.3***				
	3–5		0.51	0.07	1.67	(1.46, 1.92)
	5.1–10		0.77	0.07	2.15	(1.89, 2.45)
	10.1–15		0.89	0.08	2.43	(2.10, 2.82)
	>15		1.02	0.08	2.78	(2.37, 3.25)
	Not known		-1.62	0.24	0.20	(0.12, 0.32)
Number of clients	<i>1 to 25</i>	81.5***				
	26 to 100		-0.37	0.10	0.69	(0.56, 0.84)
	More than 100		-0.69	0.11	0.50	(0.41, 0.62)
Client-to-staff ratio	<i>5 to 1 or more</i>	55.7***				
	Less than 5 to 1		0.86	0.12	2.35	(1.86, 2.98)
Type of site	<i>Other</i>	39.9***				
	Vision 75%+		2.47	0.23	11.80	(7.50, 18.57)
	Psychiatric 25–74%		-0.12	0.05	0.88	(0.80, 0.98)
	Neurological 25–74%		0.41	0.18	1.50	(1.05, 2.16)
	Intellectual/learning <50%		0.16	0.06	1.18	(1.04, 1.34)

(a) An italic entry indicates the reference category.

(b) Likelihood ratio chi-square with n-1 degrees of freedom, where n is the number of categories for the variable. Statistical significance of chi-square is indicated as *** p < 0.001, ** 0.001 < p < 0.01, * 0.01 < p < 0.05.

(c) Aboriginal, Torres Strait Islander or South Sea Islander.

(d) Other than self, family member, DEET programs or Human Services and Health.

There was also some statistically significant variation of employment likelihood with the type of site after controlling for other factors. In particular, the regression suggests that the probability of a client having had a job was somewhat higher than might otherwise be expected for two types of sites (sites for which 25–74% of clients had a neurological disability, and sites with a mixed clientele of whom less than 50% had an intellectual disability) and lower than expected for one other (sites for which 25–74% of clients had a psychological disability). The very high odds ratio for sites for which 75% or more of clients had primary disability type 'vision' was due to only one site which had an unusually high proportion of clients in work.

The results of the regression do not simplify the analysis of job likelihood very much, and nearly all the factors discussed had an association with having had a job. This suggests that the likelihood of being in work depended on a complex range of factors and cannot be simply explained.

Income earned from jobs

A linear regression model was carried out for income earned from jobs per week of the support period, after first transforming it to natural logarithms. This variable was chosen because it is an overall summary measure of job experience, and because after transformation it has an approximately normal distribution (see Appendix 2 for further details of the regression procedure). Only workers were included in this analysis. As with the likelihood of having had a job, the model showed that most factors examined remained associated with income even after controlling for all other factors (Table 4.48).

As for the previous regression analysis, there were no statistically significant differences in income earned from jobs by non-English-speaking background ($F_{1,8667} = 0.0$, $p > 0.05$) or the episodic nature of the primary disability ($F_{1,8667} = 1.3$, $p > 0.05$). Indigenous status was also not statistically significant ($F_{1,8667} = 0.9$, $p > 0.05$) but because of its general importance has been retained in the model for information. Lastly, there was no statistically significant association between income and referral source ($F_{5,8667} = 0.4$, $p > 0.05$).

Sex and age were both highly statistically significant and showed the same patterns as in Tables 4.7 and 4.9. Female workers are estimated to have earned about 80% of the income of males. For workers aged under 65, the 25 to 29 age group had the highest income and the 15 to 19 age group the lowest income from work.

The remaining client characteristics (primary disability type, presence of other disability, type of living arrangements, frequency of assistance required for daily activities, disability panel endorsement and funding type) also had statistically significant associations with income earned from jobs, and the patterns for these variables were similar to those in the two-way tables (see Tables 4.15, 4.19, 4.21, 4.23, 4.25 and 4.27). To summarise, workers with a psychiatric disability had the lowest mean income from jobs, followed by those with an intellectual/learning disability. Workers with a hearing disability had the highest income (besides disability type 'deaf and blind' which had too few workers to show any statistically significant differences). Workers with more than one disability tended to earn less income from jobs than workers with only one disability.

Workers who lived alone or with family had a greater income from work than people with other living arrangements. Workers who needed continual assistance with activities of daily living were earning less than other clients. There was also evidence that workers who needed occasional ADL assistance earned more than those who needed no ADL assistance.

There was no statistically significant difference in income between workers who had been referred and those who had been endorsed by a disability panel. However, workers who had been rejected by a panel had the highest mean income from work, followed by those who had not been considered by a panel. CETP workers had a statistically significantly higher work income than ISJ or other workers.

Workers for whom paid employment was recorded as the primary source of income not surprisingly had the highest income from work on average. Workers whose primary income was recorded as the Disability Support Pension had the lowest income.

Variation in income between States and Territories was statistically significant and was little affected by controlling for other factors. The Northern Territory, South Australia and the Australian Capital Territory had the highest average income for workers and Western Australia, Queensland and Tasmania had the lowest. Workers supported by sites in urban areas earned more income from jobs over the year. There was also some statistically significant variation with agency site type after controlling for other factors. The most substantial difference appears to be that workers supported by sites with 25–74% of clients with a psychological disability had a lower income than might otherwise be expected. This reflects the differences apparent in Table 4.46 between these sites and those with 75% or more of clients with a psychiatric disability.

Table 4.48: Linear regression model for income earned per support week from jobs during 1995 (8,718 workers^(a))

Variable	Category ^(b)	F-statistic ^(c)	Regression coefficients			
			Log scale		Linear scale	
			Estimate	Standard error	Estimate with 95% confidence interval	
Intercept			4.24	0.07	69.36	(60.28, 79.82)
Sex	<i>Male</i>	96.3***				
	Female		-0.23	0.02	0.79	(0.75, 0.83)
Age	<i>15–19</i>	28.6***				
	20–24		0.40	0.04	1.49	(1.39, 1.60)
	25–29		0.49	0.04	1.64	(1.51, 1.77)
	30–44		0.47	0.04	1.60	(1.49, 1.73)
	45–59		0.38	0.05	1.47	(1.32, 1.63)
	60–64		0.28	0.25	1.33	(0.81, 2.16)
	65–69		-0.28	0.52	0.76	(0.27, 2.12)
	Not known		0.62	0.28	1.86	(1.08, 3.21)
	Indigenous status ^(d)	<i>No</i>	0.9 ^{ns}			
Yes			0.04	0.09	1.04	(0.87, 1.23)
Not known			-0.05	0.04	0.95	(0.88, 1.03)
Primary disability type	<i>Intellectual/learning</i>	9.2***				
	Physical		0.12	0.04	1.12	(1.04, 1.21)
	Acquired brain injury		0.07	0.07	1.08	(0.95, 1.22)
	Deaf and blind		0.64	0.40	1.90	(0.87, 4.13)
	Vision		0.11	0.08	1.11	(0.95, 1.30)
	Hearing		0.37	0.06	1.45	(1.29, 1.63)
	Speech		0.16	0.17	1.17	(0.83, 1.65)
	Psychiatric		-0.15	0.04	0.86	(0.80, 0.92)
	Neurological		0.06	0.07	1.06	(0.93, 1.21)
Not specified		0.76	0.82	2.14	(0.43, 10.64)	
Other disability	<i>No</i>	28.7***				
	Yes		-0.15	0.03	0.86	(0.81, 0.90)
Frequency of ADL assistance required	<i>Not at all</i>	21.3***				
	Occasionally		0.08	0.03	1.08	(1.02, 1.15)
	Frequently		-0.01	0.03	0.99	(0.93, 1.06)
	Continually		-0.31	0.04	0.73	(0.67, 0.80)
	Not known		0.94	1.05	2.56	(0.33, 19.96)
Disability panel	<i>Referred</i>	12.3***				
	Endorsed		-0.05	0.04	0.95	(0.88, 1.03)
	Rejected		0.24	0.16	1.27	(0.93, 1.74)
	None of the above		0.13	0.04	1.13	(1.04, 1.23)
	Not known		-1.80	1.25	0.17	(0.01, 1.91)

(continued)

Table 4.48 (continued): Linear regression model for income from jobs per support week during 1995

Variable	Category ^(b)	F-statistic ^(c)	Regression coefficients			
			Log scale		Linear scale	
			Estimate	Standard error	Estimate with 95% confidence interval	
Type of living arrangements	<i>Other</i>	23.1***				
	Lives alone or with family		0.21	0.04	1.24	(1.15, 1.33)
Funding type	<i>CETP</i>	291.1***				
	ISJ		-0.24	0.03	0.79	(0.75, 0.83)
	Supported Wage System		-0.27	0.05	0.77	(0.69, 0.85)
	Other		-0.36	0.10	0.70	(0.58, 0.85)
	Not known		0.05	0.15	1.05	(0.78, 1.42)
Primary source of income	<i>Other^(e)</i>	27.9***				
	Disability Support Pension		-0.24	0.03	0.79	(0.74, 0.84)
	Paid employment		0.55	0.03	1.73	(1.62, 1.85)
	Nil		0.16	0.06	1.17	(1.04, 1.33)
State	<i>New South Wales</i>	22.2**				
	Victoria		-0.13	0.04	0.88	(0.82, 0.94)
	Queensland		-0.18	0.03	0.84	(0.78, 0.89)
	Western Australia		-0.32	0.04	0.73	(0.68, 0.79)
	South Australia		0.25	0.06	1.28	(1.13, 1.46)
	Tasmania		-0.38	0.10	0.69	(0.56, 0.84)
	ACT		0.17	0.08	1.19	(1.03, 1.38)
	Northern Territory		0.42	0.12	1.52	(1.20, 1.94)
Agency site location	<i>Urban</i>	57.1***				
	Rural		-0.29	0.03	0.75	(0.71, 0.79)
	Remote		-0.11	0.08	0.89	(0.76, 1.05)
Number of staff	<i>Other</i>	14.0***				
	10.1–15		0.12	0.03	1.12	(1.06, 1.20)
Type of site	<i>Other</i>	8.7***				
	Vision 75%+		0.36	0.13	1.43	(1.11, 1.86)
	Hearing 75%+		-0.51	0.27	0.60	(0.35, 1.02)
	Physical 25–74%		0.07	0.06	1.07	(0.96, 1.19)
	Psychiatric 25–74%		-0.19	0.04	0.83	(0.76, 0.90)

(a) Income from jobs could not be calculated for 206 workers due to missing data.

(b) An italic entry indicates the reference category.

(c) F statistic is $F_{n-1,8667}$ where n is the number of categories for the variable.

Statistical significance of F-test is indicated as *** $p < 0.001$, ** $0.001 < p < 0.01$, * $0.01 < p < 0.05$.

(d) Aboriginal, Torres Strait Islander or South Sea Islander.

(e) Includes other pensions or benefits, Jobsearch or Newstart allowance, compensation payments or other income

The number of clients per agency site was not a statistically significant factor at the 1% level ($F_{7,8667} = 2.3$, $p = 0.03$). The number of paid staff was statistically significant but only in that clients of sites with 10–15 staff earned more income from jobs than other clients ($F_{3,8667} = 0.3$, $p > 0.05$, for variation with number of staff among other sites). The reasons for this are not clear, but it is possible that sites of this staff size are associated with one or more other characteristics which influence client income. In any case, unlike the probability of having had a job, there is no evidence that income from jobs is associated with client-to-staff ratio.

Occupation and industry type can be added to this model and are statistically significant ($F_{8,8667} = 14.4$, $p < 0.001$, and $F_{20,8659} = 11.3$, $p < 0.001$ respectively). However, the addition of these terms did not substantially alter the estimates for other variables. This suggests that the type of job undertaken by a client was not solely determined by the client and agency site characteristics considered above, and thus that some variation in income was due to job type independently of these factors.

As with job likelihood, the regression model of income from jobs shows that most client characteristics and some agency site factors remain statistically significant, and the variation in income cannot be simply explained.

5 Client support

5.1 Total hours of support

A total of 1,109,195 support hours were directly received by the 18,527 clients of open employment services during 1995. These were actual hours of agency staff time recorded as being directly attributable to the support of a particular client. A further 611,653 hours were recorded as having been spent on tasks such as general administration, general job search and travel which were not attributed to individual clients. However, the recording of such general support hours is not mandatory and so further analysis is restricted to direct support hours only.

Job support accounted for 60.6% of support attributed to individual clients, and pre-employment support for 31.6% (Table 5.1). Overall, females received relatively more pre-employment support and relatively less job support. The mean amount of support received per client was 60 hours. On average, in 1995 males received two hours more support per client than females.

Table 5.1: Number of support hours by support category and sex of client

Type of support	Female		Male		Total ^(a)		Total ^(b)	
	n	%	n	%	n	%	n	%
Administration	11,189	2.9	21,162	3.0	32,350	2.9	547,049	30.0
Applicant support	8,866	2.3	14,967	2.1	23,833	2.1	23,887	1.3
Pre-employment support	135,443	34.6	214,566	29.9	350,008	31.6	350,657	19.2
Job support ^(c)	226,458	57.8	445,812	62.1	672,164	60.6	672,896	36.9
Travel	9,976	2.5	20,748	2.9	30,723	2.8	132,767	7.3
General job search							94,582	5.2
Not specified	2		9		11		11	
Total	391,932	100.0	717,263	100.0	1,109,195	100.0	1,821,848	100.0
Number of clients	6,690		11,837		18,527			
<i>Mean support hours per client</i>	<i>59</i>		<i>61</i>		<i>60</i>			

(a) Total support hours attributed to individual client.

(b) Total support hours including time not attributed to individual client.

(c) Includes 107 hours of 'general job search' attributed to individual clients.

About two-thirds (68%) of all direct support hours were given to people with an intellectual/learning disability, who were the largest group and also had the highest mean support per client (Table 5.2). Clients with a psychiatric disability received 11% of total direct support and clients with a physical disability, 9%. People with an acquired brain injury had the second highest mean support per client, and those with a hearing, speech, vision or psychiatric disability had comparatively low means.

Table 5.2: Number of direct support hours by primary disability type and support category

	Admin ^(a)	Applicant support	Pre-employment support	Job support	Travel	General job search	NS ^(b)	Total	N ^(c)	Mean
Acquired brain injury	2,840	1,455	14,348	21,539	1,126	24	—	41,331	652	63
Deaf and blind	12	24	195	692	2	—	—	925	20	46
Hearing	497	542	8,474	15,036	480	22	—	25,051	669	37
Intellectual / learning	17,537	12,812	210,593	489,503	22,760	10	3	753,217	10,164	74
Neurological	577	816	11,713	19,394	482	—	—	32,981	620	53
Physical	8,213	2,797	38,499	51,450	2,718	12	5	103,693	2,232	46
Psychiatric	2,322	4,779	50,547	60,832	2,726	40	3	121,249	3,233	38
Speech	47	117	674	1,576	24	—	—	2,437	63	39
Vision	301	490	14,949	12,084	406	—	—	28,230	862	33
Other	—	1	11	17	—	—	—	29	5	6
Not specified	4	—	6	41	1	—	—	52	7	7
Total	32,350	23,833	350,008	672,164	30,723	107	11	1,109,195	18,527	60

- (a) Administration.
(b) Not specified.
(c) Number of clients.

5.2 Support for workers and non-workers

Support for clients differed between clients who did and did not have jobs. Clients who did not have a job during their 1995 support period received an average of 26.1 hours of support (Table 5.3). Clients who did have a job received 3.6 times as much support, 95.8 hours on average. The difference was less on a weekly basis because workers had a longer mean support period than non-workers. The mean support per week was 0.9 hours for non-workers and 2.3 hours for workers.

Among workers the amount of support received varied considerably according to job history. Those workers who started the support period with a job ('job retained' and 'job lost') received only about 60% of the amount of support per week of those who gained a job during the support period ('job gained and retained' and 'job gained and lost'). The variation is even greater for support received per 100 hours of work or per \$100 of wages.

Table 5.3: Mean hours of support per client by job history, 1995

Job history	Number	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
No job	9,603	26.1	0.9	—	—
Job retained	4,020	85.8	1.7	6.5	0.8
Job lost	716	74.1	1.6	12.1	1.4
Job gained and retained	3,007	110.5	3.0	18.2	2.1
Job gained and lost	1,181	105.3	2.6	35.7	4.1
<i>Total workers</i>	<i>8,924</i>	<i>95.8</i>	<i>2.3</i>	<i>10.7</i>	<i>1.3</i>
Total	18,527	59.7	1.6		

Workers in the 'job retained' category received the least support per 100 hours of work (6.5 hours). Workers in the 'job lost' category received about twice that amount, those in the 'job gained and retained' category received about 3 times and those in the 'job gained

and lost' category received over 5 times. The differences were similar for support hours per \$100 of wages.

The number of jobs was also associated with the amount of support received (Table 5.4). Workers with more than one job received more support per week than those with one job. The lowest ratios of support hours received to hours worked and wages earned were for workers who retained their original one job, and who had been working for the whole of the support period.

Table 5.4: Workers, 1995: mean hours of support per worker by job history and number of jobs

Job history	With one job during 1995				With more than one job during 1995			
	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Job retained	70.1	1.5	5.1	0.6	144.9	2.9	12.9	1.5
Job lost	63.0	1.4	11.0	1.3	109.5	2.2	15.0	1.8
Job gained and retained	102.3	2.9	17.8	2.0	139.5	3.2	19.5	2.2
Job gained and lost	101.0	2.6	37.2	4.3	125.8	2.8	30.8	3.5
Total	84.5	2.1	9.4	1.1	137.7	2.9	15.9	1.8

The amount of support received also varied with the length of time a client had been receiving support. To analyse this further, the total support period has been subdivided into four-week periods for each client and the mean level of support calculated over time for each job history category (Tables 5.5 to 5.8). These four-week periods can be grouped into one, two or three phases depending upon the job history of the client. Thus, each client had one or more of:

- a before-work phase, before the commencement of the first or only job
- an in-work phase, from the commencement of the first job to the finish of the last job (if there were more than one job then this period may include gaps between jobs)
- an after-work phase, after the finish of the last or only job.

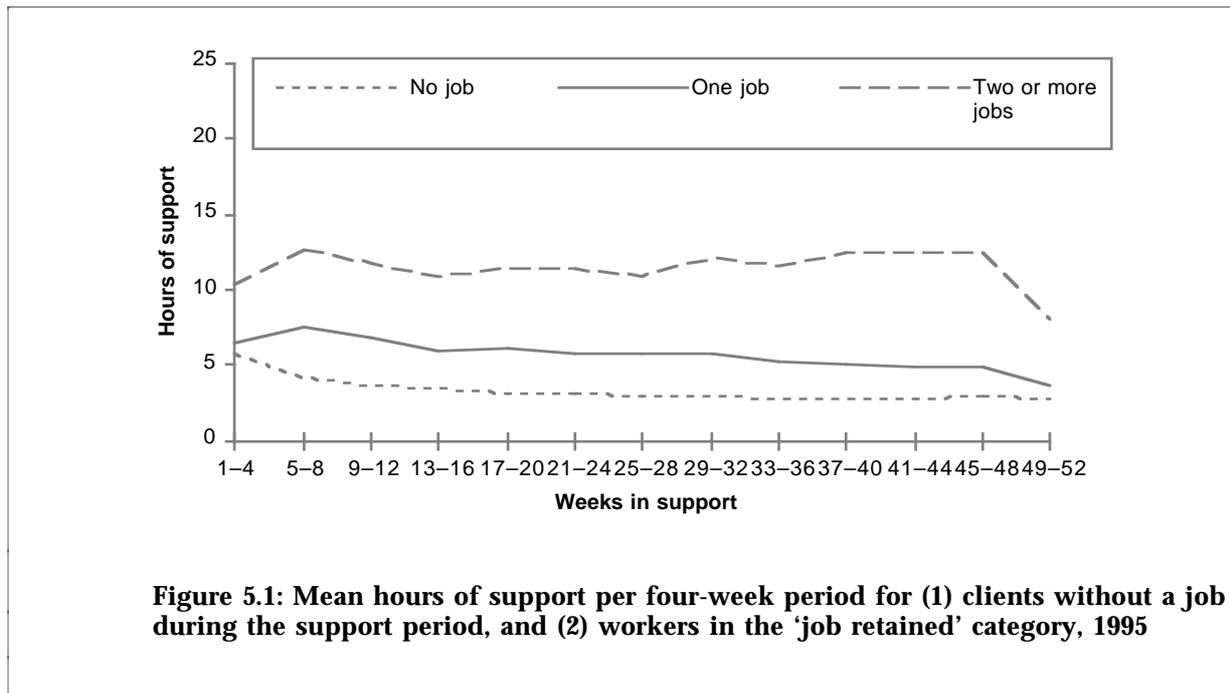
For clients who did not have a job (and thus only a before-work phase) the mean support peaked in the first four week period and dropped rapidly in the next two periods (Table 5.5, Figure 5.1). It then dropped more slowly until it levelled out after 36 weeks at about 0.7 hours per week. For 'job retained' workers who remained in the same one job throughout their time in support, the amount of support peaked in the first three periods and then gradually declined to about 1.2 to 1.3 hours per week. Thus, in both these cases a client who has been in support for some time will generally be receiving less support than average.

Table 5.5: Mean hours of support per four-week period^(a) for (1) clients without a job during support period, and (2) clients with a job at both start and end of support period ('job retained'), 1995

Number of jobs	Weeks in support												
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52
No job	5.8	4.1	3.6	3.4	3.2	3.1	3.0	3.0	2.8	2.7	2.7	2.9	2.8 ^(b)
Job retained													
One job	6.5	7.5	6.8	5.9	6.1	5.8	5.7	5.8	5.2	5.1	4.9	4.9	3.7 ^(b)
Two or more jobs	10.4	12.7	11.8	10.9	11.5	11.4	10.9	12.1	11.6	12.5	12.4	12.5	8.1 ^(b)
<i>All</i>	7.3	8.6	7.9	6.9	7.3	7.0	6.8	7.2	6.6	6.8	6.6	6.5	4.7 ^(b)

(a) Only completed periods of 4 weeks for each client are included.

(b) To be included in this period, clients must have had 52 weeks of support starting 1 January 1995 and therefore it always covers the Christmas break.



On the other hand the mean level of support for workers in the 'job retained' category with two or more jobs, remains at around the average for this group of 2.9 hours per week (that is 11.6 hours per four-week period; Table 5.5 and Figure 5.1, see also Table 5.4). This could be due to the extra support given when a new job was started, and/or because these workers were less secure in their jobs.

During their in-work phase, the support for workers in the 'job lost' category varied from 6.6 hours to 10.1 hours per four-week period for those with one job, and 6.6 hours to 14.1 for those with more than one job (Table 5.6, Figure 5.2). In the after-work phase, support dropped by over 50% and then declined further with increasing time out of work to a level lower than that for clients without a job. The 'job lost' category would need to be followed further to determine whether they have a different pattern of support in the after-work phase, from those clients who have not yet had a job.

Table 5.6: Mean hours of support per four-week period^(a) for clients with job at start, but without job at end, of support period ('job lost'), 1995

Number of jobs	Weeks before losing final job (in-work phase)												
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4
One job	—	10.1	7.0	8.0	6.9	6.7	6.6	6.9	7.8	7.6	6.9	8.0	9.9
Two or more jobs	—	6.6	8.4	9.9	9.9	10.8	9.8	10.8	11.4	10.6	10.9	12.7	14.1
All	—	8.3	7.7	8.9	8.3	8.5	7.9	8.4	9.1	8.6	8.1	9.3	11.0

Number of jobs	Weeks after losing final job (after-work phase)												
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52
One job	4.3	3.4	3.5	3.0	2.5	2.2	2.6	2.6	2.4	2.6	1.7	2.3	—
Two or more jobs	4.3	3.4	3.3	2.0	1.4	1.6	0.8	1.4	1.9	—	—	—	—
All	4.3	3.4	3.5	2.8	2.4	2.1	2.4	2.5	2.4	2.5	1.7	2.3	—

(a) Only completed periods of 4 weeks for 10 or more clients are included.

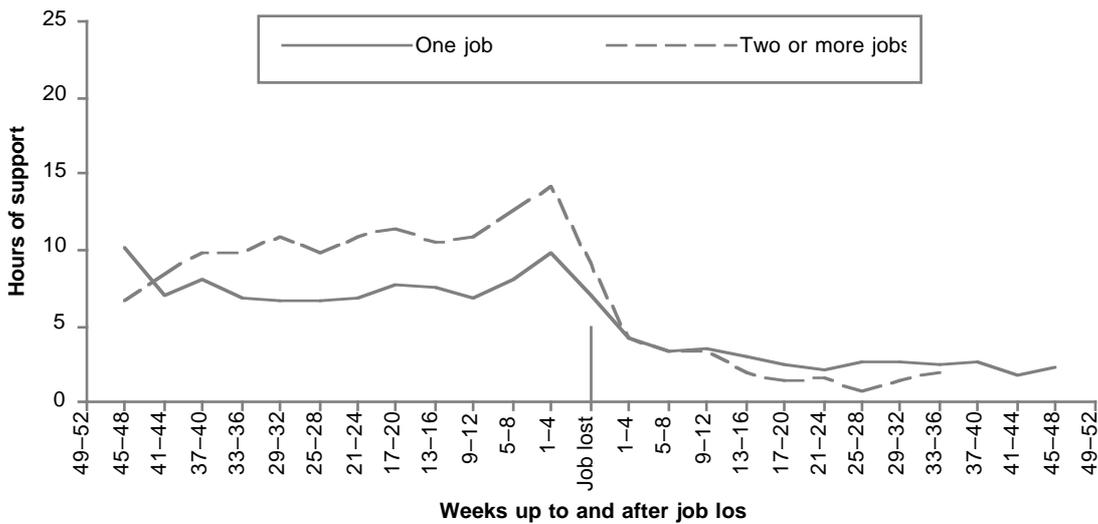


Figure 5.2: Mean hours of support per four-week period for workers in the 'job lost' category, 1995

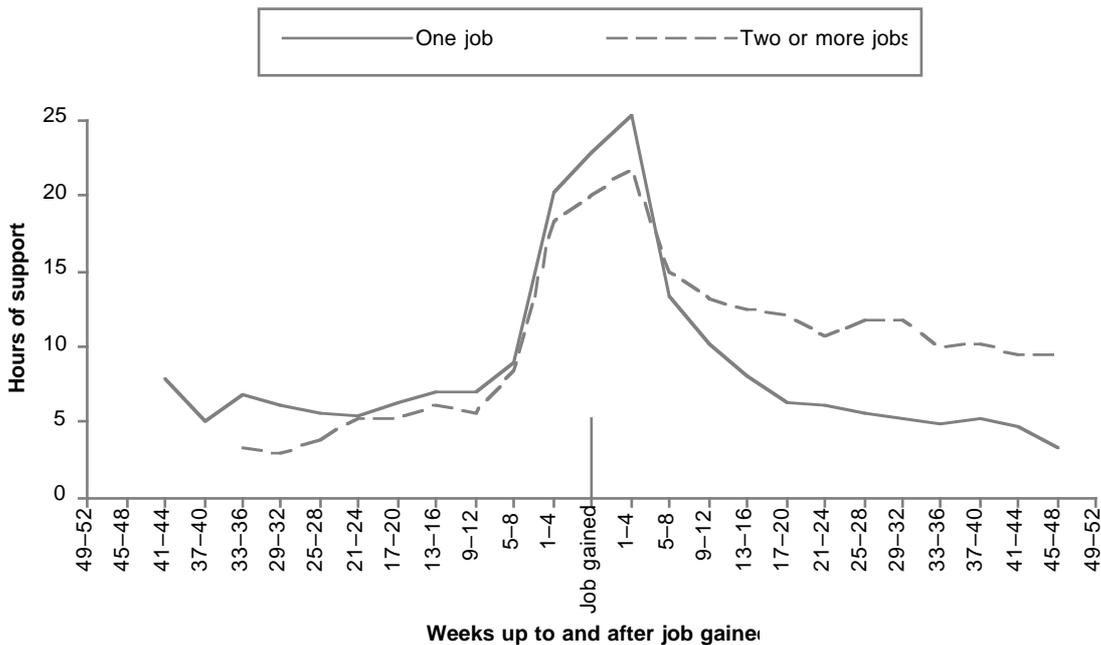


Figure 5.3: Mean hours of support per four-week period for workers in the 'job gained' category, 1995

For workers who gained and retained a job during 1995, support hours peaked markedly in the two four-week periods immediately before and after starting a job, at 20 or more hours per week (Table 5.7, Figure 5.3). Otherwise, during the before-work phase, support

received varied from 5 to 9 hours per four weeks for those with one job and from 3 to 9 hours per four weeks for those who had more than one job. These levels were two to three times higher than for clients who did not have a job (see Table 5.5). After the first four weeks in work, support hours declined rapidly for those who had one job, and more slowly for those who had two or more jobs, to levels just below those of workers in the job retained category (Tables 5.6 and 5.7).

Table 5.7: Mean hours of support per four-week period^(a) for clients without job at start, but with job at end, of support period ('job gained'), 1995

Number of jobs	Weeks before gaining (first) job (before-work phase)												
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4
One job	—	—	7.9	5.0	6.8	6.1	5.6	5.4	6.3	7.0	7.0	8.9	20.3
Two or more jobs	—	—	—	—	3.4	3.0	3.8	5.2	5.2	6.1	5.6	8.5	18.2
All	—	—	7.9	5.0	6.5	5.8	5.4	5.4	6.2	6.9	6.8	8.8	19.9

Number of jobs	Weeks after gaining (first) job (in-work phase)													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	25.4	13.4	10.1	8.0	6.4	6.1	5.7	5.2	4.9	5.2	4.8	3.3	—	
Two or more jobs	21.8	14.9	13.1	12.4	12.2	10.7	11.8	11.8	10.0	10.1	9.4	9.5	—	
All	24.6	13.8	10.9	9.3	8.2	7.6	7.8	7.6	6.9	7.2	6.7	6.1	—	

(a) Only completed periods of 4 weeks for 10 or more clients are included.

Table 5.8: Mean hours of support per four-week period^(a) for clients without job at start or end, but with job during ('job gained and lost'), 1995

Number of jobs	Weeks before start of (first) job (before-work phase)												
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4
One job	—	—	—	7.9	7.7	6.0	5.9	5.8	6.1	6.9	6.9	8.6	20.1
Two or more jobs	—	—	—	—	—	2.9	2.0	3.6	10.9	12.4	10.5	6.5	15.1
All	—	—	—	7.9	7.3	5.9	5.6	5.6	6.6	7.5	7.4	8.3	19.2

Number of jobs	Weeks during job period - after start of (first) job (in-work phase ^(b))													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	17.9	16.9	16.8	15.4	15.7	15.3	10.5	18.2	16.8	16.3	—	—	—	
Two or more jobs	17.2	14.8	13.6	12.9	12.9	11.6	9.8	9.3	16.8	20.8	14.4	—	—	
All	17.7	16.3	15.7	14.4	14.5	13.7	10.1	13.0	16.8	18.8	16.5	—	—	

Number of jobs	Weeks during job period - before end of (last) job (in-work phase ^(b))													
	49-52	45-48	41-44	37-40	33-36	29-32	25-28	21-24	17-20	13-16	9-12	5-8	1-4	
One job	—	—	3.6	21.0	16.4	16.4	15.9	10.7	15.9	14.3	15.8	15.5	17.0	
Two or more jobs	—	—	9.7	14.0	13.4	14.7	9.4	11.4	12.3	13.4	12.1	13.4	14.4	
All	—	—	7.9	17.1	14.5	15.4	12.5	11.0	14.3	14.0	14.6	14.9	16.4	

Number of jobs	Weeks after end of (last) job (after-work phase)													
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	
One job	5.4	3.7	3.3	3.0	2.6	2.8	3.1	2.9	2.3	1.9	—	—	—	
Two or more jobs	5.5	5.6	4.0	4.6	3.2	2.7	1.9	1.4	—	—	—	—	—	
All	5.4	4.0	3.4	3.2	2.6	2.8	2.9	2.8	2.2	2.0	—	—	—	

(a) Only completed periods of 4 weeks for 10 or more clients are included.

(b) The in-work phase can be measured either from after the start of the first job, or from before the end of the last job.

For workers who gained and lost a job there were three phases (Table 5.8, Figure 5.4) The patterns of support during the before-work and after-work phases were similar to those for the before-work phase of workers in the 'job gained and retained' group (see Table 5.7), and the after-work phase of workers in the job lost category (see Table 5.6), respectively. However, support during the in-work phase was consistently much higher than that for other workers during the middle of their in-work phase. (Note that for this group the periods of the in-work phase can be calculated two ways, from the start of the first job, or before the end of the last job. Either way the mean levels of support were similar.)

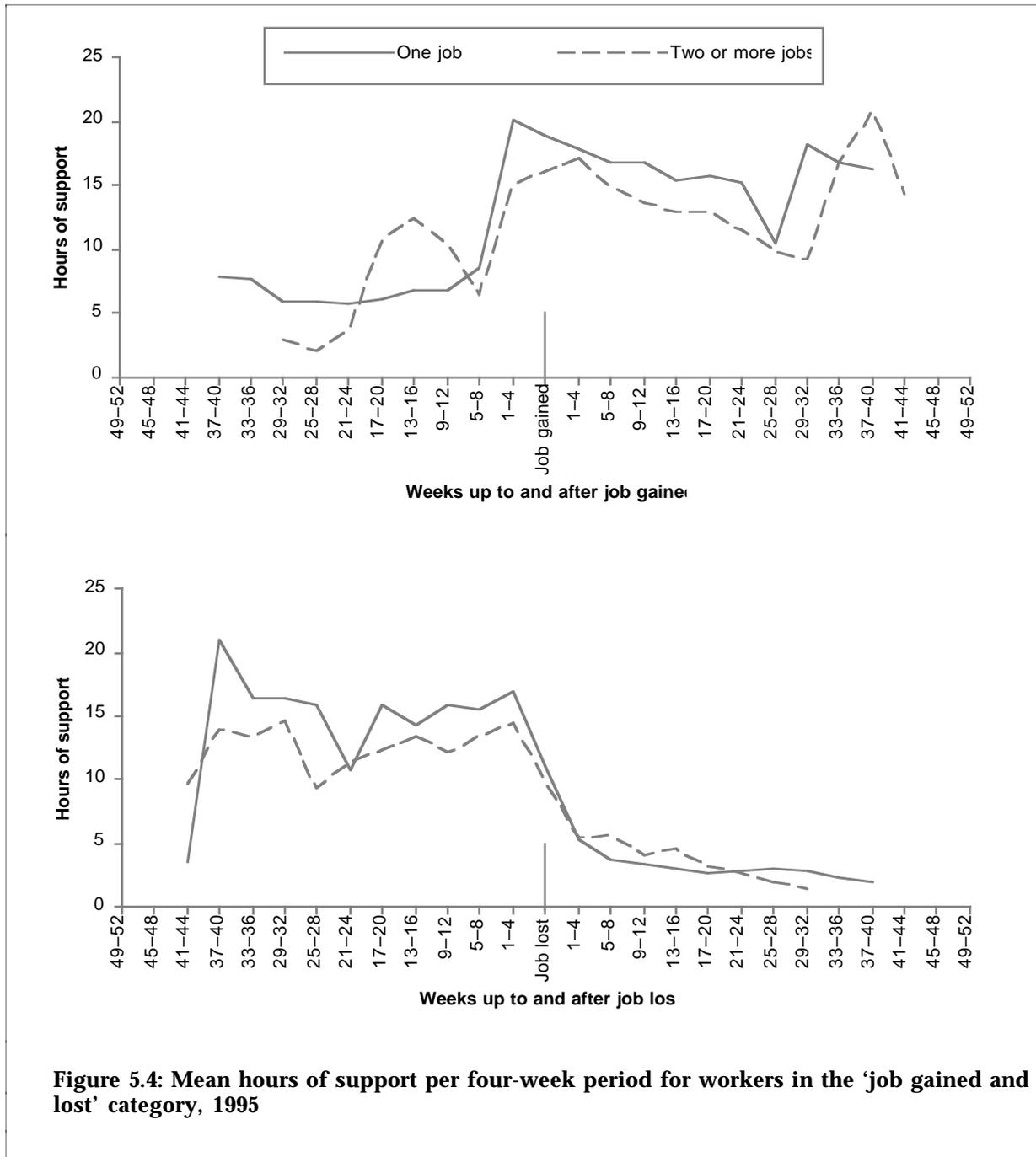


Figure 5.4: Mean hours of support per four-week period for workers in the 'job gained and lost' category, 1995

From the above analyses a few general patterns can be discerned:

- As might be expected there were peaks in support around the times of job gain.
- Workers who had only one job which was retained, or gained and retained, showed a gradual decrease in support with time to low levels.
- Workers who had only one job which ended during the support period had higher levels of support during the in-work phase than those who retained a job, and there was no decline in support over this phase.
- Workers with more than one job had consistently high levels of support during their in-work phase regardless of other job history.
- Workers who were in the after-work phase had a decrease in support similar to that for clients who never had a job.

5.3 Client support and client characteristics

Female workers received about the same amount of support per person and per week as male workers, and female non-workers received slightly more support per person and per week than male non-workers (Table 5.9). However, because a greater proportion of men than women had a job and workers received more support than non-workers, overall, males received slightly more support per client (see Table 5.2).

Table 5.9: Support per client for workers and non-workers, by sex, 1995

Sex	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Male	25.4	0.9	95.6	2.3	10.2	1.2
Female	27.4	1.0	96.0	2.3	12.1	1.4

The amount of support received per week was highest for the 15 to 19 age group and decreased with increasing age for both workers and non-workers (Table 5.10, Figure 5.5). For workers this was also generally true for the mean amount of support per 100 hours of work (Figure 5.6), and per \$100 of wages (Figure 5.7), except that the 25 to 29 age group is second highest for these measures. The 15 to 19 age group has a particularly high mean ratio of support hours per \$100 wages because of the comparatively low wages this group receives.

Table 5.10: Support per client for workers and non-workers, by age group, 1995

Age group	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
15–19	27.8	1.1	109.0	2.8	14.3	2.2
20–24	29.4	1.0	110.3	2.5	11.5	1.4
25–29	25.4	0.9	89.6	2.2	9.4	1.0
30–44	23.5	0.8	84.6	2.0	9.8	1.1
45–59	18.2	0.7	69.5	1.7	8.4	0.9
60–64	26.1	0.8	78.6	1.7	8.9	1.0
65–69	13.0	0.3	14.4	0.8	2.5	0.5

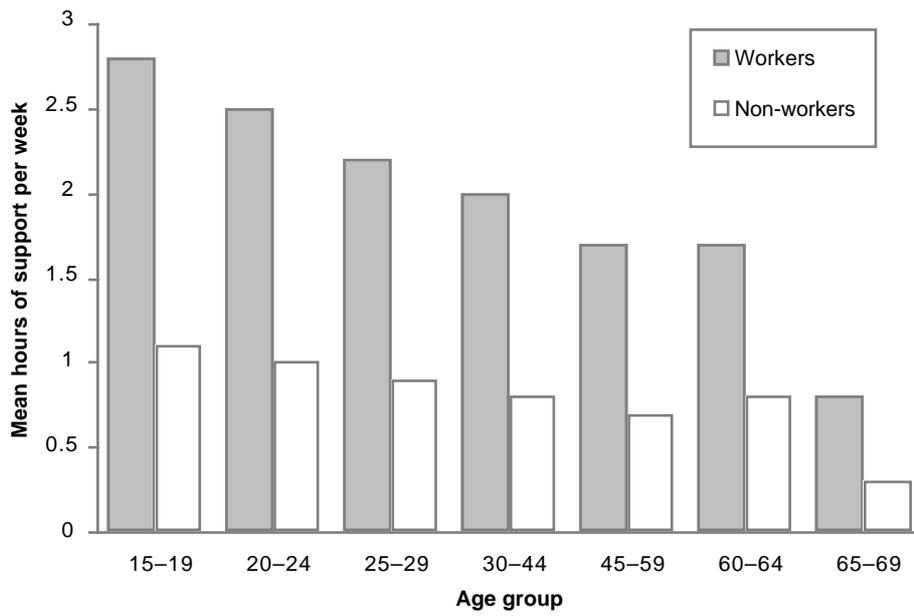


Figure 5.5: Mean hours of support per week for workers and non-workers, by age group, 1995

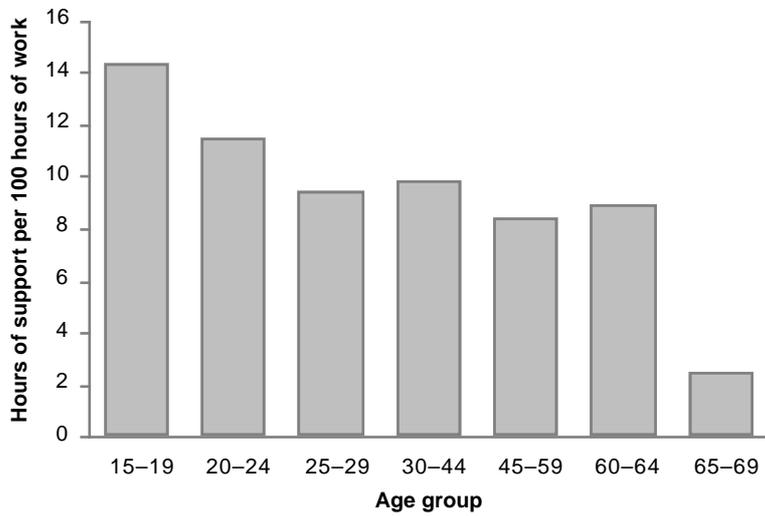


Figure 5.6: Workers, 1995: hours of support per 100 hours of work, by age group

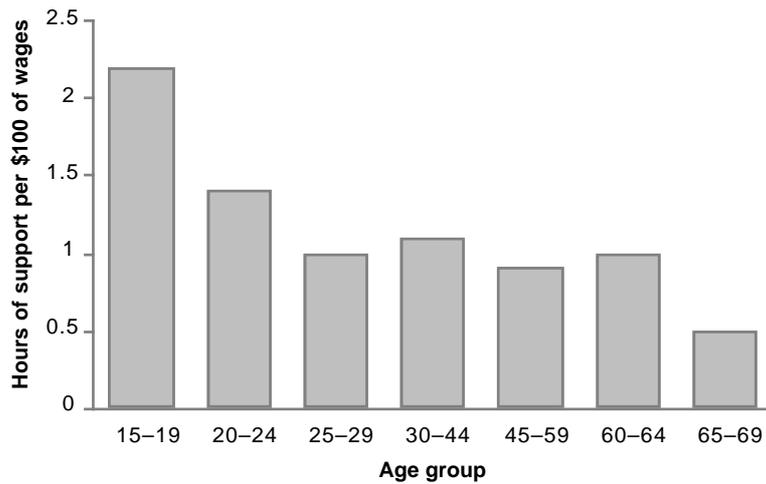


Figure 5.7: Workers, 1995: hours of support per \$100 of wages, by age group

People who identified as being Aboriginal, Torres Strait Islander or South Sea Islander received slightly more support per week than people who did not so identify (Table 5.11).

Table 5.11: Support per client for workers and non-workers, by whether Aboriginal, Torres Strait Islander or South Sea Islander, 1995

Aboriginal, Torres Strait Islander or South Sea Islander	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Yes	23.9	1.0	102.5	2.4	11.9	1.4
No	25.2	0.9	91.5	2.2	10.2	1.2
Not known	39.5	1.0	140.0	2.9	16.0	2.0

For those clients who did not have a job, people of non-English-speaking background received slightly more support per week than others (Table 5.12). This situation was reversed for those who did have a job.

Table 5.12: Support per client for workers and non-workers, by non-English-speaking background, 1995

Non-English-speaking background	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Yes	28.7	1.0	89.2	2.0	9.1	1.0
No	26.4	0.9	96.1	2.3	10.8	1.3

The amount of support received per week varied considerably with primary disability type for workers and non workers (Table 5.13, Figure 5.8). Of the more common

disability types (excluding speech, and deaf and blind) people with an intellectual/learning disability or acquired brain injury had the highest levels of support per week for both workers and non-workers. The remaining groups had similar levels of support per week for non-workers. People with a neurological disability had the next highest level of support for workers, followed by workers with a physical or psychiatric disability. People with a vision and hearing disability had the lowest amounts of support for workers and non-workers.

Table 5.13: Support per client for workers and non-workers, by type of primary disability, 1995

Primary disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Intellectual/learning	30.1	1.0	114.5	2.7	12.2	1.5
Physical	23.7	0.8	72.5	1.7	8.4	0.9
Acquired brain injury	34.0	1.2	100.8	2.5	12.5	1.4
Deaf and blind	16.7	0.4	90.6	2.2	10.3	1.2
Vision	23.5	0.8	43.9	1.0	3.7	0.6
Hearing	20.1	0.8	51.4	1.3	5.0	0.5
Speech	20.3	1.5	50.8	1.3	5.5	0.6
Psychiatric	18.5	0.8	65.9	1.7	10.7	1.1
Neurological	23.7	0.8	92.2	2.1	11.1	1.2

The highest ratios of support hours to hours worked and wages earned were for workers with an acquired brain injury or an intellectual/learning disability, followed by those with a psychiatric or a neurological disability (Figures 5.9 and 5.10). The lowest ratios were for workers with a sensory or a speech disability.

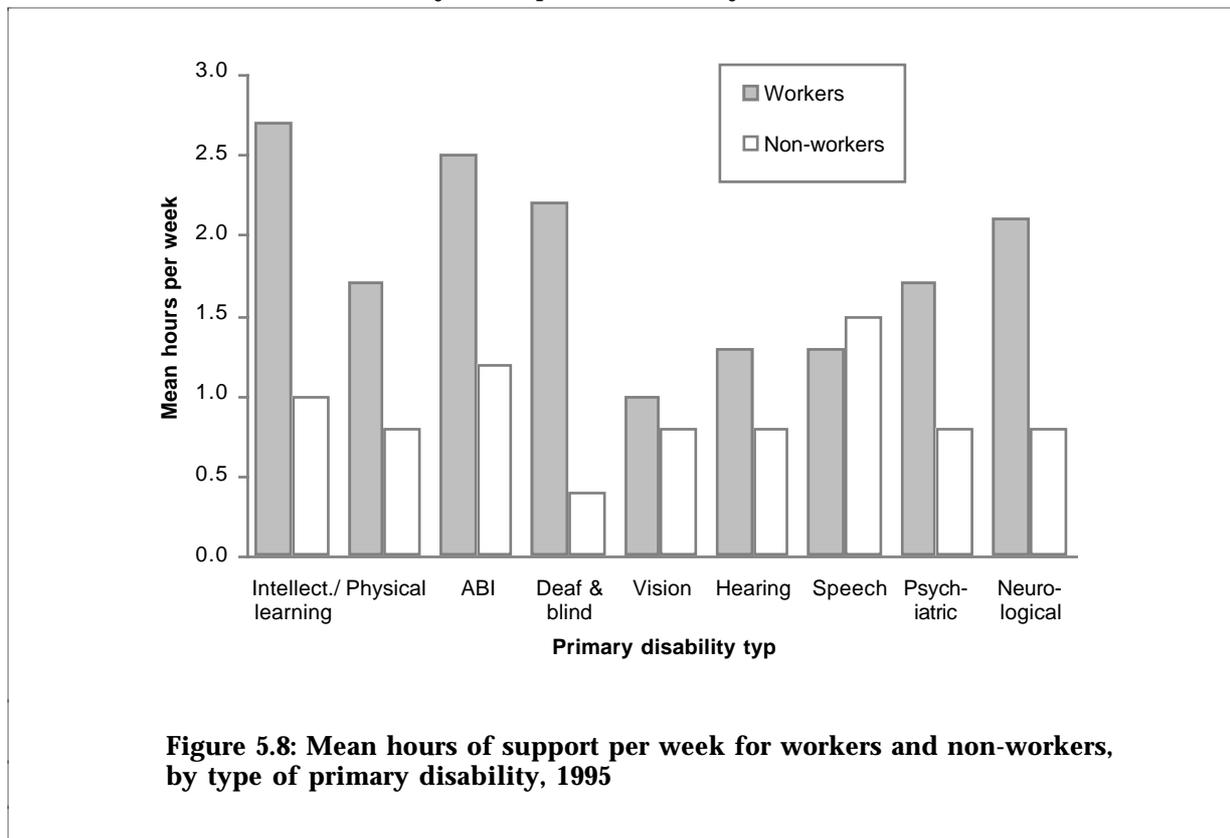


Figure 5.8: Mean hours of support per week for workers and non-workers, by type of primary disability, 1995

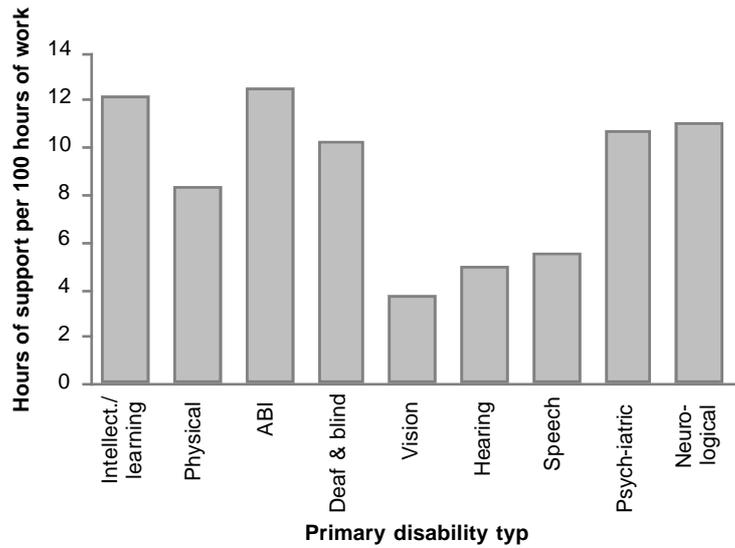


Figure 5.9: Workers, 1995: hours of support per 100 hours of work, by type of primary disability

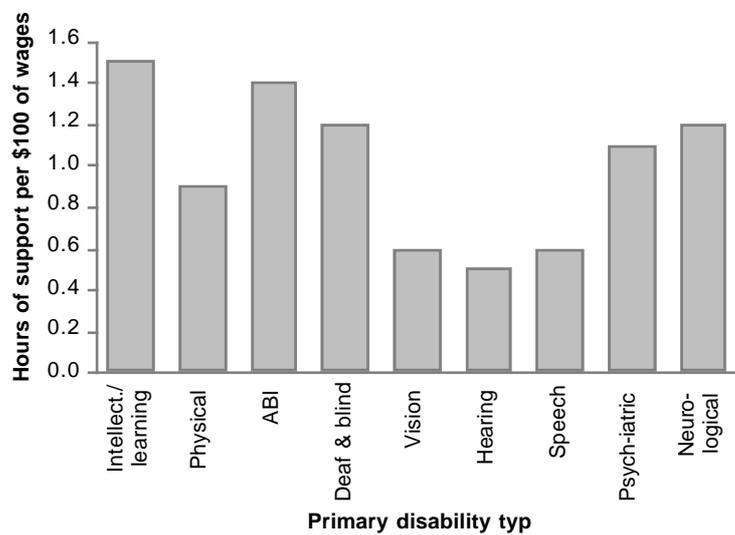


Figure 5.10: Workers, 1995: hours of support per \$100 of wages, by type of primary disability

People with a non-episodic disability received significantly more support on average than people with an episodic disability, whether workers or non-workers (Table 5.14). However, support per 100 hours of work was similar, due to the difference in hours worked per week (see Table 4.17). As with job experience, this largely reflects the fact that the majority of clients with an episodic disability had a psychiatric disability (see Section 4.7).

Table 5.14: Support per client for workers and non-workers, by episodic nature of primary disability, 1995

Nature of primary disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Episodic	19.7	0.8	71.6	1.8	10.5	1.1
Not episodic	27.7	1.0	100.1	2.4	10.8	1.3

Clients who had at least one other disability received more support per week particularly if they were workers (Table 5.15). Since this group worked fewer hours per week and earned less in wages (see Table 4.19), the difference is even larger when support is measured per 100 hours and per \$100.

Table 5.15: Support per client for workers and non-workers, by presence of other disability, 1995

Other disability	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Yes	32.2	1.0	120.6	2.7	14.6	1.8
No	24.2	0.9	89.0	2.1	9.8	1.2

The frequency of assistance required by clients for activities of daily living (one or more of self-care, mobility and verbal communication) was positively correlated with the mean amount of support received per client, if 'not at all' and 'occasionally' are grouped together (Table 5.16). The differences between these groups of clients were very large for both non-workers and workers. For workers, the gradient is accentuated for amount of support measured per 100 hours of work or \$100 of wages.

Table 5.16: Support per client for workers and non-workers, by frequency of ADL assistance required^(a), 1995

Frequency of ADL assistance required	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Not at all	21.7	0.8	70.2	1.7	8.0	0.9
Occasionally	21.6	0.8	77.3	1.8	7.8	0.9
Frequently	31.2	1.1	124.2	2.9	14.7	1.7
Continually	45.6	1.5	186.2	4.2	26.0	4.0

(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

Support hours received varied greatly with the client's type of living arrangements (Table 5.17). On average, non-workers who lived in special-purpose accommodation, other community accommodation, nursing homes or 'other institutions' received more support hours per week than those living alone or with family members. This was also true for workers and the difference was larger, however measured. Clients who lived with family also tended to receive slightly more support than those who lived alone. Non-workers with no usual residence and workers whose residence was not known received particularly low levels of support.

Table 5.17: Mean hours of support per client for workers and non-workers, by type of living arrangements, 1995

Type of living arrangements	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Lives alone	21.5	0.8	79.4	2.0	9.5	1.0
Lives with family members	25.9	0.9	96.0	2.3	10.6	1.3
Special-purpose accommodation	28.1	1.0	179.1	3.9	24.1	3.5
Other community accommodation	45.1	1.3	117.5	2.8	14.4	1.8
Nursing home	27.1	1.2	280.3	5.9	45.0	6.0
Hospital	8.0	0.6	.(a)	-	-	-
Other institution	38.3	1.2	129.4	2.9	13.0	2.0
No usual residence	10.5	0.5	59.1	2.1	7.9	1.0
Not known	27.8	1.0	52.6	1.2	4.6	0.7

(a) One person only.

Clients who had been referred or endorsed by a disability panel (see Section 3.1) received more support hours per week than those who had been rejected, or who had not been referred, endorsed or rejected (Table 5.18). This difference was greater for workers than non-workers, and greater still for measures of support hours per 100 hours of work or per \$100 of wages.

Table 5.18: Mean hours of support per client for workers and non-workers, by disability panel endorsement status, 1995

Disability panel endorsement status	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Referred	23.8	1.0	99.8	2.5	13.1	1.5
Endorsed	30.4	1.0	110.3	2.6	13.8	1.6
Rejected	24.1	0.8	54.5	1.1	4.7	0.5
Not referred, endorsed or rejected	22.4	0.8	73.0	1.7	6.8	0.8

For non-workers the mean amount of support per week was lowest for clients in the Supported Wage System, followed by CETP clients, and highest for ISJ and other clients (Table 5.19). In contrast, for workers the highest levels of support per week were received by ISJ and Supported Wage System clients.

Table 5.19: Mean hours of support per client for workers and non-workers, by funding type, 1995

Funding type	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
CETP	19.9	0.8	70.8	1.8	7.7	0.9
ISJ	40.2	1.3	156.8	3.5	19.3	2.3
Other	45.4	1.3	99.9	2.5	11.9	1.5
Supported Wage System	15.7	0.5	156.2	3.3	15.9	2.9

Clients who were referred by a program of the Department of Health and Family Services on average received a much higher level of support per week than clients referred from other sources, for both workers and non-workers (Table 5.20).

Table 5.20: Mean hours of support per client for workers and non-workers, by referral source, 1995

Referral source	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Self or family	22.0	0.8	74.4	1.8	8.2	1.0
Education system	23.9	0.9	91.0	2.1	9.4	1.2
DEET programs	18.9	0.7	65.9	1.7	7.0	0.8
Health and Family Services	37.7	1.3	124.7	2.8	13.6	1.6
Other	23.7	0.9	96.5	2.3	11.9	1.4

There was variation in support hours received with the client's primary source of income (as recorded at the end of the support period), but the patterns were different for workers and non-workers (Table 5.21). For non-workers, those with a stated nil income and those with compensation income received the most support per person and per week, while Jobsearch/Newstart clients received the least support.

Table 5.21: Mean hours of support per client for workers and non-workers, by source of income, 1995

Source of income	Non-workers		Workers			
	Mean hours for support period	Mean hours per week	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Disability Support Pension	27.1	1.0	112.1	2.7	17.0	2.1
Jobsearch/Newstart	19.1	0.7	66.4	1.6	7.4	0.8
Other pension/benefit	20.1	0.8	82.3	2.1	11.6	1.3
Paid employment	28.7	1.0	89.1	2.0	7.2	0.9
Compensation income	41.2	1.3	44.8	1.0	5.4	0.6
Nil income	38.8	1.4	63.6	1.7	7.3	0.8
Other income	32.0	1.1	69.6	1.8	7.0	0.8

In contrast, among workers, those with compensation as the main source of income received the least support on all measures. Workers whose source of income was the Disability Support Pension stood out as receiving the greatest amount of support per

week, followed by workers who received other pensions or benefits, and those for whom paid employment was the primary source of income. Since this latter group tended to have spent a greater proportion of the support period in work, and to have worked longer hours, they had comparatively lower levels of support when measured per 100 hours of work or per \$100 of wages.

Workers in permanent regular jobs received a mean of 2.3 hours of support per week compared with 2.1 for workers in other jobs (Table 5.22). However, because the former group on average worked more hours per week, support hours per 100 hours of work and support hours per \$100 of wages were both around two-thirds of those for the latter group.

Table 5.22: Mean hours of support per worker, by basis of employment for primary job, 1995

Basis of employment for primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Permanent regular	100.9	2.3	9.7	1.2
Other	84.4	2.1	15.0	1.7

Clients whose primary occupation was as a trades person or labourer received the most support hours per week of all workers, followed by sales and personal service workers (Table 5.23, Figure 5.11). These are also the three groups who had the lowest hourly wages, and so support levels per \$100 of wages were comparatively higher still (Figure 5.12). Sales/personal service workers and labourers on average worked the fewest hours per week, so their support hours to work hours ratios were also the highest (Figure 5.13). Professionals and para-professionals received the lowest levels of support per week, as well as the lowest per hours worked and wages earned.

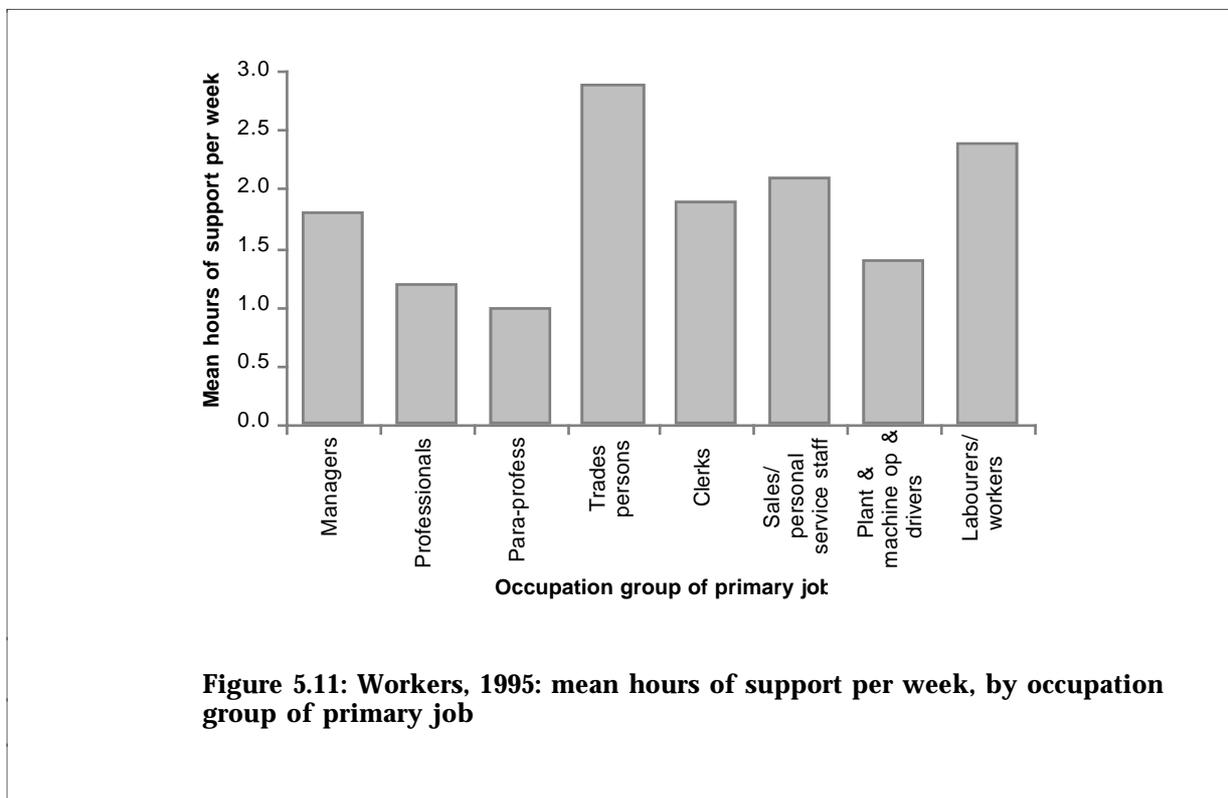


Figure 5.11: Workers, 1995: mean hours of support per week, by occupation group of primary job

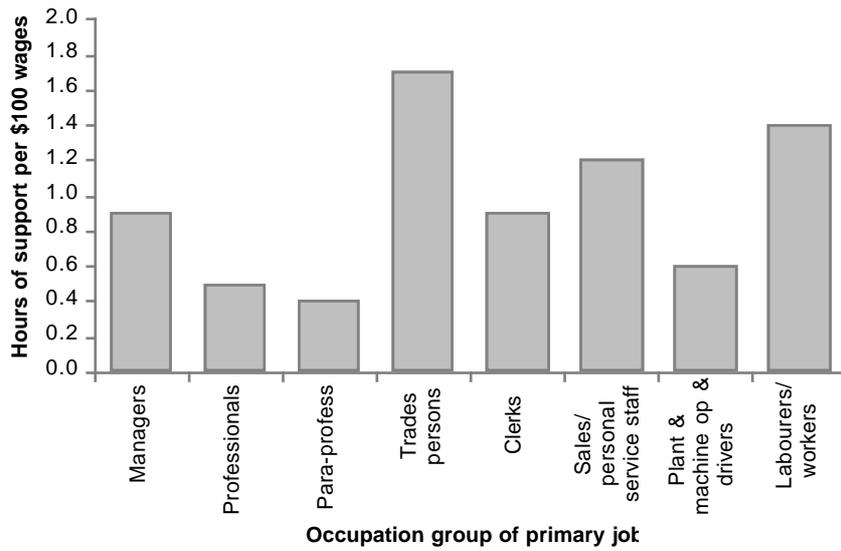


Figure 5.12: Workers, 1995: hours of support per \$100 wages, by occupation group of primary job

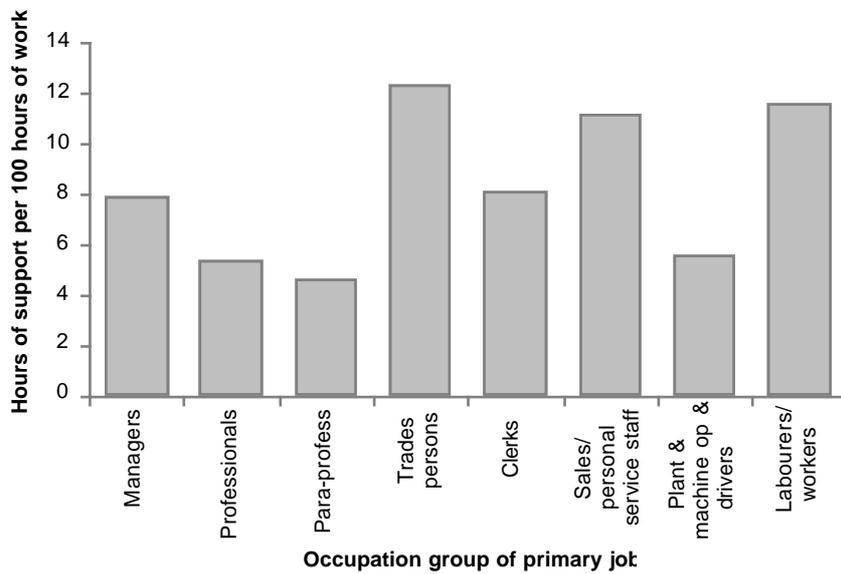


Figure 5.13: Workers, 1995: hours of support per 100 hours of work by occupation group of primary job

Table 5.23: Mean hours of support per worker, by occupation group of primary job, 1995

Occupation group of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Managers	89.0	1.8	7.9	0.9
Professionals	53.8	1.2	5.4	0.5
Para-professionals	41.6	1.0	4.6	0.4
Trades persons	134.1	2.9	12.3	1.7
Clerks	84.5	1.9	8.1	0.9
Sales/personal service staff	83.5	2.1	11.2	1.2
Plant and machine operators and drivers	58.4	1.4	5.6	0.6
Labourers/workers	99.5	2.4	11.6	1.4

Support hours received per week varied greatly by the industry of the worker's primary job, from 1.6 for transport and storage to 3.9 for mining (Table 5.24). Six industries had the lowest ratios of support hours to hours worked, and support hours to wages earned, ranging from 7.1 to 8.3, and 0.7 to 0.9 respectively. These were transport and storage, construction, government/defence, finance and insurance, manufacturing, and communication services. The highest ratios were for wholesale trade followed by fast food, and property and business services (20.9 and 2.7, 16.6 and 2.1, and 15.8 and 2.1 respectively).

Table 5.24: Mean hours of support per worker, by industry of primary job, 1995

Industry of primary job	Mean hours for support period	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Agriculture, forestry and fishing	96.5	2.3	11.1	1.4
Mining	129.4	3.9	13.6	1.4
Manufacturing	87.4	2.1	7.6	0.9
Electricity, gas and water supply	79.5	1.7	8.9	1.1
Construction	73.4	1.9	7.1	0.8
Wholesale trade	199.8	4.3	20.9	2.7
Retail trade	96.4	2.3	12.4	1.5
Clothing/textiles/footwear	90.7	2.0	9.4	1.1
Hospitality	96.0	2.5	12.4	1.4
Fast food	108.4	2.5	16.6	2.1
Transport and storage	63.3	1.6	6.6	0.7
Communication services	76.7	1.7	8.3	0.8
Finance and insurance	81.2	2.4	7.2	0.9
Property and business services	124.9	2.9	15.8	2.1
Government/defence	90.0	2.0	7.1	0.8
Education	102.0	2.2	11.1	1.3
Health and community services	83.0	1.9	9.7	1.1
Cultural and services	87.1	2.0	11.6	1.3
Personal and other services	75.0	1.8	11.7	1.4

5.4 Client support and agency site characteristics

The mean number of direct support hours provided by one full-year full-time equivalent support staff was 999 (Table 5.25). This varied greatly from State to State, from 802 for the Northern Territory to 1,268 for Western Australia. Support for both workers and non-workers in Western Australia and South Australia and was well above average. Tasmania had the lowest mean level of support for workers but a comparatively high level for non-workers, and was the only State for which support per week was about equal for workers and non-workers.

Table 5.25: Mean hours of individual support per support staff full-time equivalent, and per client for workers and non-workers, by State of agency site, 1995

State	Paid staff	Non-workers		Workers			
	Mean hours per support staff	Mean hours	Mean hours per week	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
New South Wales	878	21.6	0.8	87.2	2.1	9.0	1.0
Victoria	824	18.4	0.7	71.3	1.7	8.6	1.0
Queensland	1,030	30.2	1.0	98.6	2.4	12.2	1.5
Western Australia	1,268	47.4	1.5	143.2	3.2	16.3	2.1
South Australia	1,067	49.4	1.7	137.9	3.1	11.5	1.2
Tasmania	1,229	52.0	1.3	54.4	1.3	7.8	0.8
Australian Capital Territory	919	22.9	0.7	123.9	2.5	11.4	1.2
Northern Territory	802	16.8	0.7	86.2	2.4	7.9	0.8
Australia	999	26.1	0.9	95.8	2.3	10.7	1.3

Non-workers in remote areas received less support per week on average than non-workers in other areas, but the converse was true for workers (Table 5.26). Both workers and non-workers in urban areas received more support per week than those in rural areas.

The amount of direct support per staff member was highest for sites in remote areas and lowest for those in rural areas.

Table 5.26: Mean hours of individual support per support staff full-time equivalent, and per client for workers and non-workers, by location of agency site, 1995

Location	Paid staff	Non-workers		Workers			
	Mean hours per support staff	Mean hours	Mean hours per week	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Urban	981	28.3	1.0	100.1	2.3	10.5	1.2
Rural	939	21.0	0.7	85.1	2.0	11.3	1.3
Remote	1,061	11.2	0.5	86.6	2.4	13.1	1.8

Note: Location is classified according to the Commonwealth Department of Health and Family Services Rural and Remote Areas classification.

The amount of support per non-working client varied with the number of staff per site but not in any systematic manner. Sites with 10 to 15 staff stood out as having provided the most support per non-working client (Table 5.27). For workers, the average amount of support per client increased with the number of staff per site. The largest sites, with more than 15 staff, had particularly high levels of support per worker, at one-and-a-half or more times the average for all four measures.

The mean number of support hours per full-time support staff position was largest for sites with 3 or less staff, followed by sites with more than 15 staff.

Table 5.27: Mean hours of individual support per support staff full-time equivalent, and per client for workers and non-workers, by number of paid staff at agency site, 1995

Number of paid staff	Paid staff	Non-workers		Workers			
	Mean hours per support staff	Mean hours	Mean hours per week	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
<3	1,205	21.2	0.8	67.3	1.7	8.4	1.0
3–5	928	21.2	0.7	74.1	1.9	9.5	1.1
5.1–10	898	25.1	1.0	89.1	2.1	10.5	1.2
10.1–15	963	40.7	1.2	106.6	2.5	9.8	1.2
>15	1,078	23.6	0.9	153.6	3.4	17.0	2.2
Not known	.	14.9	0.6	16.2	0.4	1.2	0.1

The mean support time per staff member was highest for sites serving mostly (75% or more) clients with a vision disability, followed by sites with a clientele of whom 25–74% had an acquired brain injury (Table 5.28). Sites for which 75% or more of clients had a psychiatric disability had the lowest mean for this measure.

Sites which had 25–74% of clients with acquired brain injury stand out as having given the highest levels of support to both workers and non-workers, while those predominantly supporting clients with a vision disability had by far the lowest support per worker. The most striking difference was between workers supported by sites with 75% or more of clients with a psychiatric disability and those with 25–74% of clients with this disability, with the latter receiving almost twice the amount of support on all measures.

In general, the variation with the type of site was less for non-workers than for workers.

Table 5.28: Mean hours of individual support per support staff full-time equivalent, and per client for workers and non-workers, by type of site, 1995

Type of site (proportion of clients with each disability type)	Paid staff	Non-workers		Workers			
	Mean hours per support staff	Mean hours	Mean hours per week	Mean hours	Mean hours per week	Per 100 hours of work	Per \$100 of wages
Predominate disability type (≥75%)							
Intellectual/learning	1,074	35.8	1.2	127.7	2.9	12.5	1.5
Physical	628	29.8	0.9	60.1	1.3	5.3	0.6
Vision	1,912	20.1	0.6	23.7	0.5	1.6	0.4
Hearing	780	37.9	1.0	53.9	1.4	7.8	0.7
Psychiatric	595	17.0	0.8	42.1	1.1	6.1	0.6
Neurological	1,208	77.1	1.8	144.9	3.0	11.2	6.2
Substantial proportion of disability type (25–74%, not Intellectual/learning)							
Physical	716	20.3	0.8	69.7	1.7	7.7	0.8
Acquired brain injury	1,233	63.0	2.2	202.6	4.9	28.6	4.1
Psychiatric	879	15.8	0.6	77.5	2.0	12.2	1.4
Neurological	737	16.8	0.5	50.8	1.3	6.1	0.7
Other							
Intellectual/learning ≥50%	973	24.0	0.9	91.6	2.2	10.5	1.2
Intellectual/learning <50%	1,034	31.2	1.1	93.7	2.3	11.7	1.3

5.5 Regression analyses of support hours per week for workers and non-workers

Linear regression analyses of the mean hours of support received per week were carried out separately for workers and non-workers (Tables 5.29 and 5.30). In both cases, support hours were transformed to natural logarithms before analysis to give an approximately normal distribution (see Appendix 2 for further details). The results of the two analyses generally reflect the two-way tables in this chapter (from Table 5.9 onwards) and are summarised below. Primary disability type is the one factor for which the results are substantially affected by controlling for other variables.

Support per client decreased with the number of clients supported by the client's agency site and increased with the number of staff. Taking these two terms together, this meant that support decreased as the client-to-staff ratio increased. For non-workers, and to a lesser extent workers, there was a particularly strong association between high support and a low client-to-staff ratio, such that an additional term for a client-to-staff ratio of less than 7.5 was highly statistically significant. This parallels the trend for the likelihood of having had a job. There was also a statistically significant association between support received and the type of agency site, particularly for workers.

The amount of support received per week did not vary statistically significantly with sex for workers or non-workers. (Because it is a basic demographic variable sex has been retained as a term in the models for information purposes.) For both groups, the 15 to 19 age group received the most support on average. For workers, there was a consistent and definite decline in support with increasing age group. For non-workers, there was a tendency for support to decrease with age but the trend was not so clear.

There were no statistically significant differences for Indigenous status, except that non-workers whose status was not known appeared to receive less support than others. The meaning of this result is not clear. For clients without a job, those from a non-English-speaking background tended to receive slightly more support than others, but this was not true for workers ($F_{1,8865} = 2.1, p > 0.05$).

Without controlling for any other factors, the mean support for both workers and non-workers with a psychiatric disability was among the lowest of the primary disability groups (see Table 5.13). However, in both regression models, clients with a psychiatric disability had the highest support levels of all primary disability groups (with the exception of non-workers with an acquired brain injury, who had a slightly higher level).

This appears to be mainly a result of adjusting for age, client-to-staff ratio and, for workers, possibly also the frequency of assistance required for activities of daily living. As the regression and Table 5.10 both show, the amount of support decreased with age. On average, a client with a psychiatric disability had less support than other non-workers of the same age and supported by a similar site. However, in the regression this was partly controlled for because clients with a psychiatric disability were generally older than other clients. The mean age of clients with a psychiatric disability is 34.0 compared with 27.8 for all other clients, and 25.8 for clients with an intellectual/learning disability.

Similarly, as discussed in Section 4.16, clients with a psychiatric disability were more likely to be supported by a site with a high client-to-staff ratio. They were also somewhat less likely to require frequent or continual ADL assistance (27% of clients with a psychiatric disability compared with 33% of all other clients). These results suggest that there may be particular differences between clients with a psychiatric disability and other clients which may result in them receiving less support.

For workers there was also an effect due to controlling for type of site, in particular for sites with 75% or more of clients with psychiatric disabilities. After controlling for other factors, workers with a psychiatric disability who were supported by these sites on average received much less support than workers with a psychiatric disability supported by other sites. About 41% of clients with a psychiatric disability were supported by these sites (Table 2.10).

Table 5.29: Linear regression model for mean hours of support per week for workers, 1995 (8,924 clients)

Variable	Category ^(a)	F-statistic ^(b)	Regression coefficients			
			Log scale		Linear scale	
			Estimate	Standard error	Estimate with 95% confidence interval	
Intercept			0.55	0.13	1.73	(1.34, 2.22)
Sex	<i>Male</i>	0.9 ^{ns}				
	Female		0.03	0.03	1.03	(0.97, 1.09)
Age	<i>15–19</i>	16.1 ^{***}				
	20–24		-0.36	0.05	0.70	(0.64, 0.76)
	25–29		-0.43	0.05	0.65	(0.59, 0.72)
	30–44		-0.47	0.05	0.63	(0.57, 0.69)
	45–59		-0.57	0.07	0.57	(0.50, 0.65)
	60–64		-0.59	0.31	0.56	(0.30, 1.02)
	65–69		-1.38	0.67	0.25	(0.07, 0.94)
	Not known		-0.70	0.34	0.50	(0.25, 0.98)
Indigenous status ^(c)	<i>No</i>	0.5 ^{ns}				
	Yes		0.10	0.11	1.11	(0.89, 1.38)
	Not known		-0.02	0.05	0.98	(0.88, 1.09)
Primary disability type	<i>intellectual/learning</i>	8.5 ^{***}				
	Physical		-0.25	0.05	0.78	(0.70, 0.86)
	Acquired brain injury		-0.03	0.08	0.97	(0.82, 1.14)
	Deaf and blind		-1.11	0.48	0.33	(0.13, 0.84)
	Vision		-0.22	0.09	0.80	(0.68, 0.95)
	Hearing		-0.46	0.07	0.63	(0.54, 0.73)
	Speech		-0.15	0.22	0.86	(0.56, 1.32)
	Psychiatric		0.11	0.05	1.12	(1.00, 1.24)
	Neurological		0.01	0.09	1.01	(0.85, 1.19)
	Not specified		0.32	1.05	1.38	(0.18, 10.72)
Other disability	<i>No</i>	23.5 ^{***}				
	Yes		0.17	0.04	1.19	(1.11, 1.28)
Frequency of ADL assistance required	<i>Other</i>	185.9 ^{***}				
	Frequently/continually		0.45	0.03	1.57	(1.47, 1.67)
Type of living arrangements	<i>Other</i>	8.0 ^{**}				
	Lives alone or with family		-0.13	0.04	0.88	(0.81, 0.96)
Disability panel	<i>Referred</i>	56.1 ^{***}				
	Endorsed		-0.04	0.05	0.96	(0.87, 1.07)
	Rejected		-0.74	0.20	0.48	(0.32, 0.71)
	None of the above		-0.51	0.05	0.60	(0.54, 0.67)
	Not known		-1.16	0.97	0.31	(0.05, 2.11)
Funding type	<i>Other</i>	45.4 ^{***}				
	ISJ		0.25	0.04	1.29	(1.20, 1.39)

(continued)

Table 5.29 (continued): Linear regression model for mean hours of support per week for workers, 1995

Variable	Category ^(a)	F-statistic ^(b)	Regression coefficients		
			Log scale		Linear scale
			Estimate	Standard error	Estimate with 95% confidence interval
Referral source	<i>Self or family</i>	4.9***			
	Education system		-0.04	0.05	0.96 (0.86, 1.06)
	DEET programs		0.06	0.06	1.07 (0.95, 1.19)
	Health & Family Services		0.13	0.04	1.14 (1.05, 1.23)
	Other		0.14	0.04	1.15 (1.06, 1.25)
	Not known		0.94	0.48	2.56 (1.01, 6.50)
Income source	<i>Other</i>	71.9***			
	Disability Support Pension		0.46	0.03	1.59 (1.49, 1.69)
	Other pension/benefit		0.49	0.07	1.63 (1.42, 1.87)
	Jobsearch/Newstart		0.31	0.05	1.37 (1.24, 1.51)
State	<i>New South Wales</i>	8.7***			
	Victoria		0.05	0.04	1.06 (0.97, 1.15)
	Queensland		0.15	0.04	1.17 (1.07, 1.27)
	Western Australia		0.18	0.05	1.20 (1.08, 1.33)
	South Australia		0.13	0.08	1.14 (0.98, 1.34)
	Tasmania		0.33	0.14	1.39 (1.07, 1.81)
	ACT		0.05	0.10	1.05 (0.87, 1.27)
	Northern Territory		-0.87	0.16	0.42 (0.31, 0.58)
Agency site location	<i>Urban or rural</i>	13.2***			
	Remote		0.37	0.10	1.45 (1.19, 1.77)
Number of staff	<3	47.1***			
	3–5		0.29	0.07	1.34 (1.17, 1.54)
	5.1–10		0.65	0.07	1.91 (1.67, 2.20)
	10.1–15		0.87	0.08	2.40 (2.05, 2.80)
	>15		1.17	0.09	3.23 (2.72, 3.84)
	Not known		0.06	0.17	1.06 (0.76, 1.49)
Number of clients	<i>1 to 25</i>	48.9***			
	26 to 50		-0.29	0.10	0.75 (0.62, 0.91)
	51 to 75		-0.70	0.10	0.50 (0.41, 0.61)
	76 to 150		-1.00	0.11	0.37 (0.30, 0.45)
	More than 150		-1.23	0.12	0.29 (0.23, 0.37)
Client-to-staff ratio	<i>7.5 or more</i>	10.0**			
	Less than 7.5		0.20	0.06	1.22 (1.08, 1.37)
Type of site	<i>Other</i>	20.8***			
	Physical 75%+		-0.60	0.14	0.55 (0.42, 0.72)
	Psychiatric 75%+		-0.45	0.08	0.64 (0.55, 0.74)
	Physical 25–74%		-0.50	0.07	0.61 (0.53, 0.70)
	Neurological 25–74%		-0.58	0.18	0.56 (0.40, 0.79)
	Intellectual/learning ≥50%		-0.16	0.03	0.85 (0.79, 0.91)

(a) An italic entry indicates the reference category.

(b) F statistic is $F_{n-1,8876}$ where n is the number of categories for the variable.

Statistical significance of F-test is indicated as *** $p < 0.001$, ** $0.001 < p < 0.01$, * $0.01 < p < 0.05$, ns = not significant ($p > 0.05$).

(c) Aboriginal, Torres Strait Islander or South Sea Islander.

Table 5.30: Linear regression model for mean hours of support per week for non-workers, 1995 (9,603 clients)

		Regression coefficients			
		Log scale		Linear scale	
		Standard		Estimate with 95%	
Intercept		-0.35	0.13	0.71	(0.55, 0.91)
Sex	<i>Male</i>	0.2 ^{ns}			
	Female	0.01	0.03	1.01	(0.96, 1.07)
Age	<i>15–19</i>	8.2 ^{***}			
	20–24	-0.17	0.04	0.84	(0.77, 0.92)
	25–29	-0.13	0.05	0.88	(0.80, 0.97)
	30–44	-0.20	0.04	0.82	(0.75, 0.89)
	45–59	-0.29	0.06	0.75	(0.66, 0.84)
	60–64	-0.29	0.33	0.75	(0.39, 1.44)
	65–69	-0.78	1.37	0.46	(0.03, 6.70)
	Not known	1.02	0.24	2.76	(1.73, 4.42)
Indigenous status ^(c)	<i>No</i>	9.7 ^{***}			
	Yes	0.02	0.10	1.02	(0.84, 1.23)
	Not known	-0.25	0.06	0.78	(0.69, 0.87)
Non-English-speaking	<i>Yes</i>	1.18 ^{***}			
	Yes	0.17	0.06	1.18	(1.05, 1.36)
Primary disability type	<i>Intellectual/learning</i>	3.0 ^{***}			
	Physical	0.03	0.05	1.03	(0.94, 1.13)
	Acquired brain injury	0.19	0.08	1.22	(1.05, 1.41)
	Deaf and blind	0.07	0.40	1.08	(0.50, 2.34)
	Vision	0.09	0.09	1.09	(0.92, 1.30)
	Hearing	-0.04	0.08	0.96	(0.82, 1.13)
	Speech	0.07	0.27	1.07	(0.62, 1.83)
	Psychiatric	0.18	0.05	1.20	(1.09, 1.32)
	Neurological	-0.06	0.08	0.94	(0.81, 1.09)
	Not specified	-1.17	0.46	0.31	(0.13, 0.77)
Frequency of ADL	<i>Frequently</i>	0.32 ^{***}			
	Frequently	0.32	0.04	1.37	(1.28, 1.47)
	Continually	0.44	0.05	1.55	(1.41, 1.71)
Type of living	<i>Lives alone or with family</i>	0.13 ^{***}			
	Lives alone or with family	0.13	0.04	1.14	(1.05, 1.23)
	Other community	0.24	0.08	1.27	(1.09, 1.49)
Disability panel	<i>Referred</i>	27.1 ^{***}			
	Referred	0.00	0.05	1.00	(0.91, 1.10)
	Rejected	-0.20	0.19	0.82	(0.56, 1.19)
	None of the above	-0.30	0.05	0.74	(0.67, 0.81)
	Not known	-1.47	0.75	0.23	(0.05, 1.00)

(continued)

Table 5.30 (continued): Linear regression model for mean hours of support per week for non-workers, 1995

Variable	Category ^(a)	F-statistic ^(b)	Regression coefficients			
			Log scale		Linear scale	
			Estimate	Standard error	Estimate with 95% confidence interval	
Funding type	<i>CETP</i>	11.2***				
	ISJ		0.03	0.04	1.03	(0.95, 1.10)
	Supported Wage System		0.06	0.06	1.06	(0.94, 1.20)
	Other		-0.77	0.15	0.46	(0.35, 0.62)
	Not known		0.65	0.18	1.91	(1.34, 2.71)
State	<i>New South Wales</i>	16.2***				
	Victoria		-0.02	0.04	0.98	(0.90, 1.07)
	Queensland		0.07	0.04	1.08	(0.99, 1.17)
	Western Australia		0.49	0.06	1.64	(1.46, 1.84)
	South Australia		0.36	0.08	1.44	(1.22, 1.69)
	Tasmania		0.32	0.13	1.38	(1.08, 1.76)
	ACT		-0.38	0.12	0.68	(0.54, 0.87)
	Northern Territory		0.53	0.36	1.71	(0.84, 3.45)
Agency site location	<i>Urban</i>	41.3***				
	Rural		-0.24	0.04	0.78	(0.73, 0.84)
	Remote		-0.78	0.12	0.46	(0.36, 0.58)
Number of staff	≤5	67.3***				
	5.1–10		0.38	0.04	1.47	(1.35, 1.60)
	>10		0.76	0.05	2.14	(1.92, 2.38)
	Not known		-0.12	0.21	0.88	(0.59, 1.33)
Number of clients	<i>1 to 25</i>	43.8***				
	26 to 50		-0.39	0.10	0.68	(0.56, 0.82)
	51 to 75		-0.80	0.10	0.45	(0.37, 0.55)
	76 to 100		-0.92	0.10	0.40	(0.33, 0.48)
	101 to 150		-0.95	0.10	0.39	(0.32, 0.47)
	151 to 200		-1.42	0.11	0.24	(0.20, 0.30)
	More than 200		-1.18	0.11	0.31	(0.25, 0.38)
Client-to-staff ratio	<i>7.5 or more</i>	97.06***				
	Less than 7.5		0.49	0.07	1.63	(1.43, 1.87)
Type of site	<i>Other</i>	10.5***				
	Physical 75%+		-0.28	0.13	0.75	(0.59, 0.96)
	Vision 75%+		0.80	0.22	2.22	(1.45, 3.39)
	Psychiatric 75%+		0.21	0.07	1.24	(1.09, 1.41)
	Psychiatric 25–74%		0.22	0.05	1.25	(1.14, 1.38)

(a) An italic entry indicates the reference category.

(b) F statistic is $F_{n-1,8876}$ where n is the number of categories for the variable.

Statistical significance of F-test is indicated as *** $p < 0.001$, ** $0.001 < p < 0.01$, * $0.01 < p < 0.05$, ns = not significant ($p > 0.05$).

(c) Aboriginal, Torres Strait Islander or South Sea Islander.

In contrast, for non-workers, clients at sites where 25% or more of the clientele had a psychiatric disability received more support than clients of other sites, after controlling for other factors. Two-thirds (66%) of clients with a psychiatric disability were supported by such sites. Thus, there appears to be a complex interaction between clients with a psychiatric disability and the size and type of site which was supporting them.

For the remaining disability groups with substantial numbers the results were generally similar to those in Table 5.13. For these groups, the two major differences were that workers with a physical disability received significantly less support than other workers, and non-workers with an acquired brain injury received significantly more support than other non-workers.

Clients of some other types of sites also had less support than expected, particularly for workers. These included sites with 25% or more clients with a physical disability, those with 25–74% of clients with a neurological disability, and to a lesser extent sites with a mixed clientele of whom 50% or more had an intellectual/learning disability. These differences between agency site types did not have a substantial effect on other results, because clients with a physical disability or a neurological disability were much more spread across various types of sites than clients with a psychiatric disability (for example, only 12% of clients with a physical disability were supported by a site with 75% or more of clients with this disability; Table 2.10). Finally for non-workers, the two sites whose clientele was mostly in the vision primary disability group again appeared to be somewhat anomalous.

As for the regression analyses of job variables (see section 4.17), the episodic nature of the primary disability was not statistically significant at the 1% level, because it was so strongly associated with having a psychiatric disability (for workers, $F_{1,8865} = 0.1$, $p > 0.05$; for non-workers, $F_{1,9545} = 3.3$, $p = 0.04$).

Workers with more than one disability received more support per week than other workers, but this was not so for non-workers. Both workers and non-workers who needed frequent or continual ADL assistance received more support.

Workers living alone or with family received less support than those with other living arrangements. However, after controlling for other factors, non-workers in this situation received more support per week than other non-workers, except for those living in other community accommodation who received the most support.

Clients who had been either referred or endorsed by a disability panel received more support than those who had been rejected or not considered by a panel. This appeared to be true for both workers and non-workers; however, the difference was more marked for the former.

ISJ workers received more support than CETP and other workers. For non-workers there was no statistically significant difference between ISJ and CETP clients, but both groups appeared to have received less support than clients in the 'other' group.

There was evidence that support received varied with the referral source of the worker, although the variation was not great. Workers referred by Health and Family Services or by 'other' sources tended to have slightly higher levels of support than other clients. This factor was not statistically significant for non-workers ($F_{5,9545} = 2.0$, $p > 0.05$).

Those workers who stated that their primary source of income was a disability support pension, other pension or benefit, or a Jobsearch or Newstart allowance received more support than other workers. For non-workers, the primary source of income did not appear to be associated with the amount of support received ($F_{7,9545} = 1.2$, $p > 0.05$).

The amount of support varied by State or Territory after controlling for other factors. On average, clients of remote sites who were workers received more support than those of urban or rural sites. The situation was reversed for non-workers, with clients of urban sites receiving the most support followed by clients of rural sites and clients of remote sites.

Thus, as was found for workers' income, for workers and non-workers the amount of support received per week was associated with a wide range of factors.

6 Interstate comparisons

6.1 Agency sites

The larger States, not surprisingly, had more open employment agency sites than the smaller States and Territories—the four largest States having over 90% of the sites. The number of staff per site (combining both paid and unpaid staff) was fairly consistent across all States and Territories; the majority of sites (189 of 228 or 83%) had between one and ten staff members (Table 6.1).

For more information about agency sites see Chapter 2.

Table 6.1: Number of staff^(a) per agency site by State, 1995

State	1–3	3.1–5	5.1–10	10.1–15	>15	Unknown	Total N	Total %
New South Wales	24	17	17	8	4	1	71	31.1
Victoria	6	13	28	6	3	—	56	24.6
Queensland	13	10	24	3	3	1	54	23.7
Western Australia	3	6	12	4	3	—	28	12.3
South Australia	2	1	2	2	—	—	7	3.1
Tasmania	1	3	.	—	—	—	4	1.8
Australian Capital Territory	.	1	3	—	1	—	5	2.2
Northern Territory	2	.	1	—	—	—	3	1.3
Total	51	51	87	23	14	2	228	100.0

(a) Staff includes both paid and unpaid staff members.

6.2 Clients

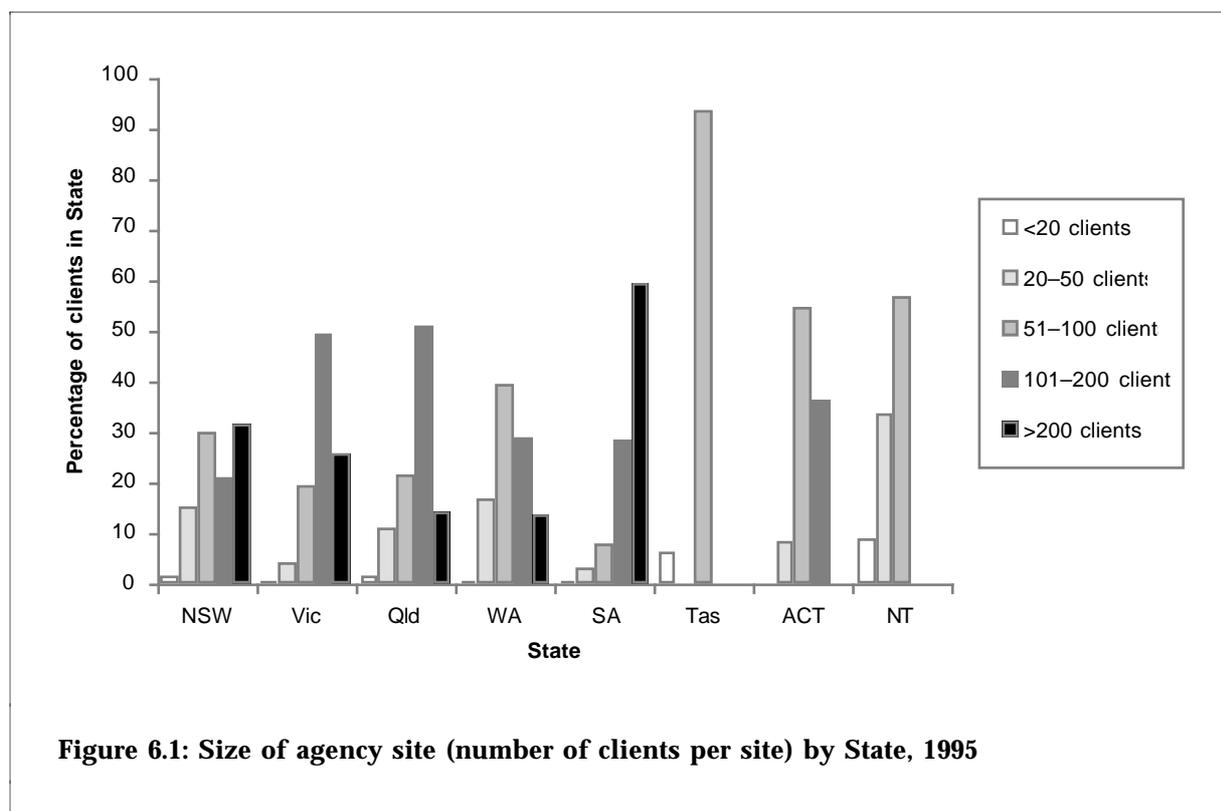
Information about clients has already been presented in Chapter 3. This chapter examines client characteristics by State.

Comparing the percentage of clients per State to the percentage of sites per State (Table 6.1 above), generally the percentage of sites in a particular State or Territory was roughly equal to the percentage of clients in that State or Territory. The main exception to this was Victoria where approximately 24% of open employment sites assisted 31% of the total clients.

Table 6.2 illustrates the relationship between the number of clients and the size of agency site by State (see also Figure 6.1). Approximately one-third of clients in New South Wales had attended sites with between 51 and 100 clients and an additional one-third attended sites with greater than 200 clients. Both Victoria and Queensland had approximately half of their clients attending sites with between 101 and 200 clients. Clients in Western Australia were most likely to have attended sites with between 51 and 100 clients (40%). The majority of clients in South Australia had attended sites with greater than 200 clients. Most clients in Tasmania, the Australian Capital Territory, and the Northern Territory attended sites with between 51 and 100 clients.

Table 6.2: Number of clients by State and size of agency site, 1995

State	Size of site (number of clients per site)										All	
	<20		20–50		51–100		101–200		>200			
	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	79	1.5	814	15.6	1,575	30.1	1,099	21.0	1,657	31.7	5,224	100.0
Victoria	30	0.5	232	4.1	1,113	19.5	2,835	49.7	1,490	26.1	5,700	100.0
Queensland	73	1.8	447	11.0	881	21.8	2,069	51.1	579	14.3	4,049	100.0
Western Australia	14	0.7	350	16.8	826	39.6	609	29.2	288	13.8	2,087	100.0
South Australia	7	0.9	23	3.1	59	8.0	209	28.4	439	59.6	737	100.0
Tasmania	17	6.6	—	—	240	93.4	—	—	—	—	257	100.0
Australian Capital Territory	—	—	33	8.8	205	54.7	137	36.5	—	—	375	100.0
Northern Territory	9	9.2	33	33.7	56	57.1	—	—	—	—	98	100.0
Total	229	1.2	1,932	10.4	4,955	26.7	6,958	37.6	4,453	24.0	18,527	100.0



Males predominated as open employment clients with a national average of 64%. All States approximated this two-thirds male and one-third female distribution, except the two Territories (i.e. the Australian Capital Territory and the Northern Territory), where the distribution of males and females was more even, with approximately 56% of clients male and 44% female.

Table 6.3: Clients: sex by State, 1995

State	Male		Female		Total	
	n	%	n	%	n	%
New South Wales	3,209	61.4	2,015	38.6	5,224	100.0
Victoria	3,694	64.8	2,006	35.2	5,700	100.0
Queensland	2,659	65.7	1,390	34.3	4,049	100.0
Western Australia	1,386	66.4	701	33.6	2,087	100.0
South Australia	450	61.1	287	38.9	737	100.0
Tasmania	173	67.3	84	32.7	257	100.0
Australian Capital Territory	212	56.5	163	43.5	375	100.0
Northern Territory	54	55.1	44	44.9	98	100.0
Total	11,837	63.9	6,690	36.1	18,527	100.0

Of the 18,527 clients receiving support from open employment services in 1995, approximately one-third were between the ages of 30 and 44 years, one-quarter between the ages of 20 and 24 years, and one-fifth in both the 15 to 19 and the 25 to 29 age groups (Table 6.4, Figure 6.2). Some of the States and Territories deviated from this national pattern. New South Wales had more clients in the 15 to 19 age group than the national average. Victoria had fewer clients in the 15 to 19 age group and more clients in the 30-44 age group. Western Australia had more clients in the 15 to 19 and the 20 to 24 age group. South Australia mirrored the pattern in Victoria. Tasmania had more clients in the 25 to 29 age group and fewer in the 30 to 44 age group. The Australian Capital Territory had fewer clients in the 15 to 19 age group compared with the national average. The Northern Territory had more clients in the 20 to 24 age group and fewer in the 30 to 44 age group.

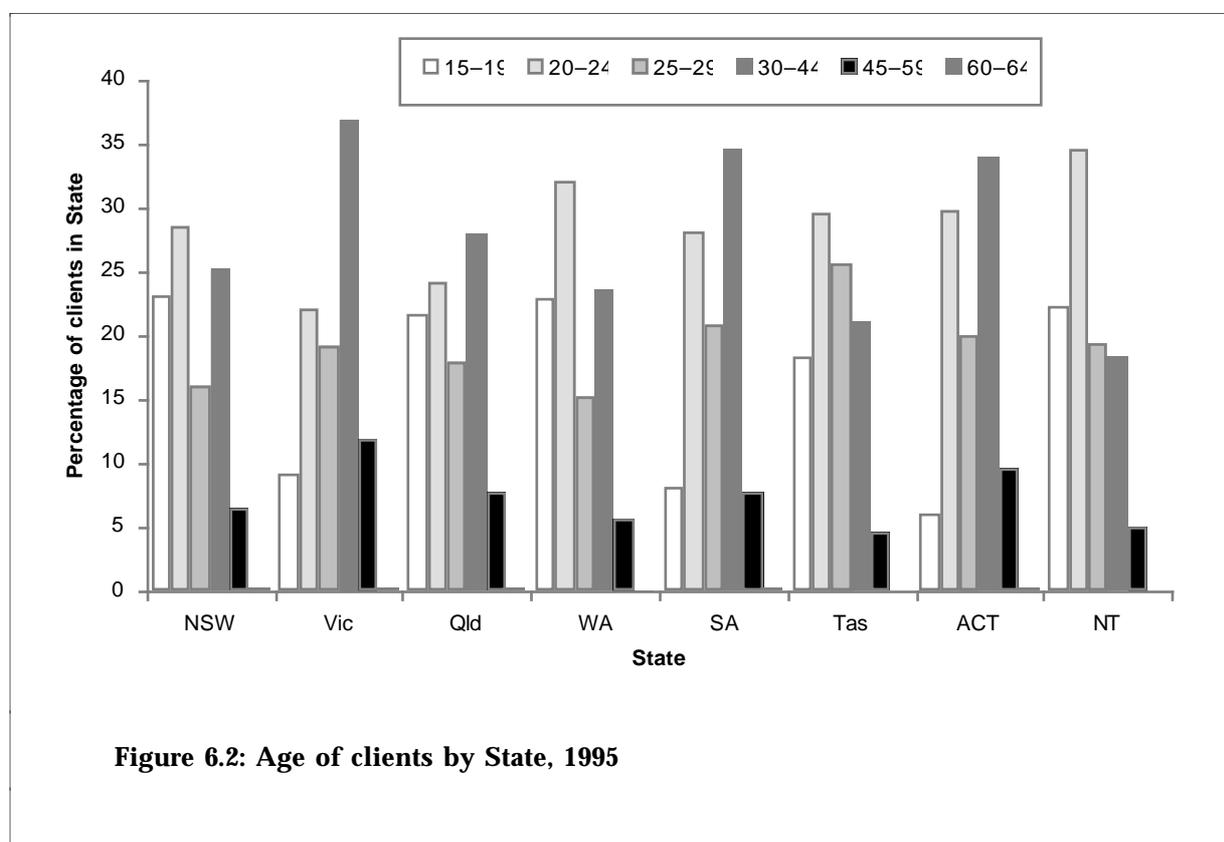


Figure 6.2: Age of clients by State, 1995

Table 6.4: Clients: age by State, 1995

State	15-19		20-24		25-29		30-44		45-59		60-64		All ^(a)	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	1,206	23.1	1,491	28.5	843	16.1	1,319	25.2	336	6.4	10	0.2	5,224	100.0
Victoria	531	9.3	1,260	22.1	1,090	19.1	2,105	36.9	684	12.0	13	0.2	5,700	100.0
Queensland	879	21.7	981	24.2	723	17.9	1,131	27.9	316	7.8	8	0.2	4,049	100.0
Western Australia	479	23.0	672	32.2	318	15.2	492	23.6	119	5.7	2	0.1	2,087	100.0
South Australia	60	8.1	208	28.2	153	20.8	255	34.6	57	7.7	2	0.3	737	100.0
Tasmania	47	18.3	76	29.6	66	25.7	54	21.0	12	4.7	—	—	257	100.0
Australian Capital Territory	23	6.1	112	29.9	75	20.0	127	33.9	36	9.6	1	0.3	375	100.0
Northern Territory	22	22.4	34	34.7	19	19.4	18	18.4	5	5.1	—	—	98	100.0
Total	3,247	17.5	4,834	26.1	3,287	17.7	5,501	29.7	1,565	8.4	36	0.2	18,527	100.0

(a) Includes 5 clients aged 65-69 and 52 clients of unknown age.

As discussed in Chapter 3, the distribution of primary disability types indicated that approximately half of the clients had an intellectual/learning disability type, 17% had a psychiatric disability, 12% a physical disability, and the other disability types accounted for the remaining 13% (Table 3.2). Examining the three largest primary disability groups, the percentage of clients in each group varied greatly across the States and Territories (Table 6.5, Figure 6.3). The percentage of clients with primary disability type 'intellectual/learning' ranged from 37% in Victoria to 87% in Tasmania. The percentage of clients with the primary disability type 'psychiatric' also varied greatly, with a low of 9% in New South Wales to a high of 32% in Victoria.

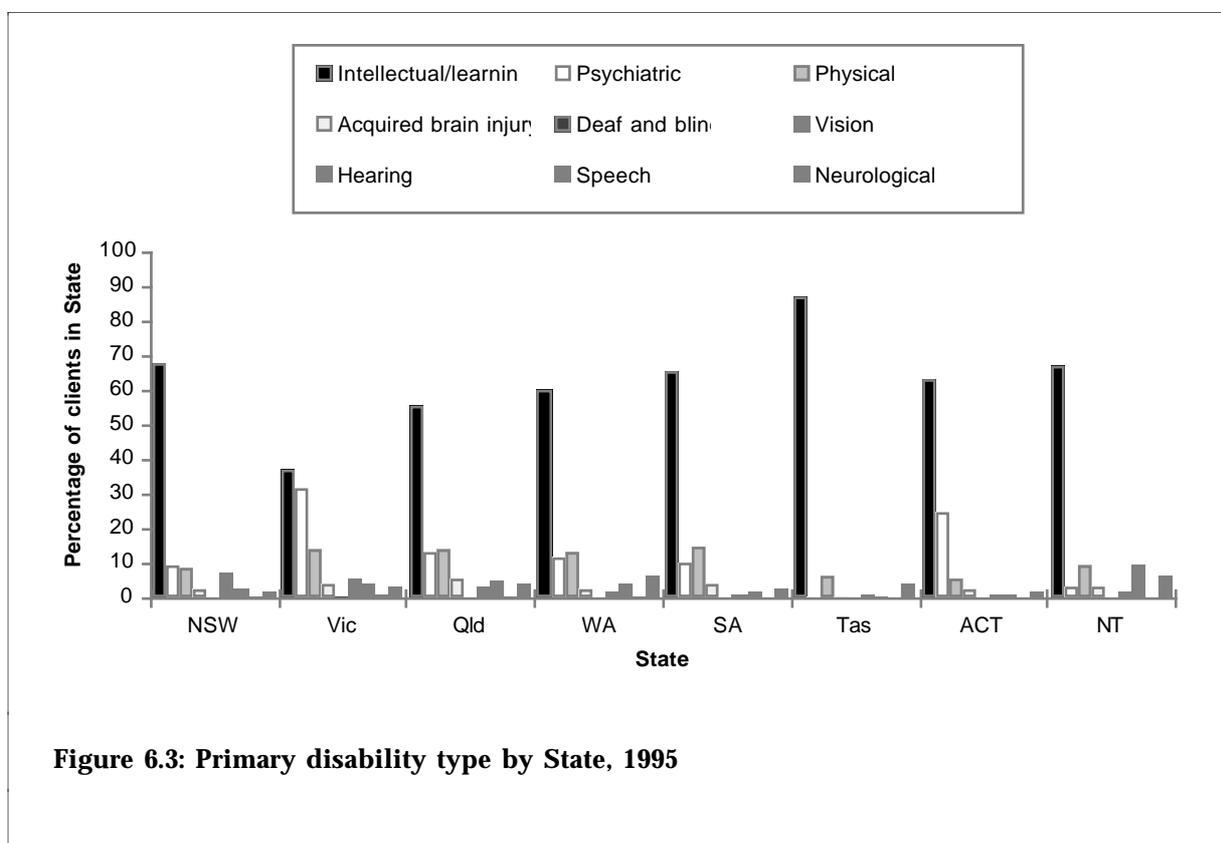


Figure 6.3: Primary disability type by State, 1995

Table 6.5: Clients: primary disability type by State, 1995

State	Intellectual/ learning		Physical		Acquired brain injury		Deaf and blind		Vision	
	n	%	n	%	n	%	n	%	n	%
New South Wales	3,524	67.5	447	8.6	132	2.5	.	.	380	7.3
Victoria	2,129	37.4	814	14.3	208	3.6	14	0.2	304	5.3
Queensland	2,249	55.5	550	13.6	215	5.3	5	0.1	119	2.9
Western Australia	1,248	59.8	269	12.9	56	2.7	1	0.0	42	2.0
South Australia	486	65.9	107	14.5	27	3.7	.	.	8	1.1
Tasmania	224	87.2	16	6.2	1	0.4	.	.	3	1.2
Australian Capital Territory	238	63.5	20	5.3	10	2.7	.	.	4	1.1
Northern Territory	66	67.3	9	9.2	3	3.1	.	.	2	2.0
Total	10,164	54.9	2,232	12.0	652	3.5	20	0.1	862	4.7

State	Hearing		Speech		Psychiatric		Neurological		All ^(a)	
	n	%	n	%	n	%	n	%	n	%
New South Wales	138	2.6	11	0.2	478	9.2	104	2.0	5,224	100.0
Victoria	237	4.2	34	0.6	1,794	31.5	166	2.9	5,700	100.0
Queensland	184	4.5	11	0.3	541	13.4	175	4.3	4,049	100.0
Western Australia	82	3.9	6	0.3	248	11.9	133	6.4	2,087	100.0
South Australia	15	2.0	1	0.1	74	10.0	19	2.6	737	100.0
Tasmania	1	0.4	.	.	1	0.4	11	4.3	257	100.0
Australian Capital Territory	3	0.8	.	.	94	25.1	6	1.6	375	100.0
Northern Territory	9	9.2	.	.	3	3.1	6	6.1	98	100.0
Total	669	3.6	63	0.3	3,233	17.5	620	3.3	18,527	100.0

(a) Includes 12 clients for whom primary disability type was not specified.

Of the total 18,527 clients, 83% had a primary disability type that was not episodic in nature (Table 6.6). The proportion of clients with an episodic primary disability differed across the States and Territories. Victoria had the highest percentage of clients (28%) with episodic primary disabilities and Tasmania the lowest (5%). This largely reflects the pattern for clients with a psychiatric disability because the two were strongly associated (see Section 4.7).

Table 6.6: Clients: episodic nature of primary disability by State, 1995

State	Episodic		Not episodic		All ^(a)	
	n	%	n	%	n	%
New South Wales	542	10.4	4,678	89.5	4	5,224
Victoria	1,611	28.3	4,089	71.7	.	5,700
Queensland	564	13.9	3,485	86.1	.	4,049
Western Australia	304	14.6	1,783	85.4	.	2,087
South Australia	91	12.3	646	87.7	.	737
Tasmania	13	5.1	244	94.9	.	257
Australian Capital Territory	86	22.9	289	77.1	.	375
Northern Territory	10	10.2	88	89.8	.	98
Total	3,221	17.4	15,302	82.6	4	18,527

(a) Includes 4 clients for whom episodic nature of primary disability was not specified.

The majority of clients (77%) had no other significant disability in addition to their primary disability (Table 6.7). This pattern was different in various States and Territories. Tasmania had the lowest percentage of clients with another significant disability (17%) and the Northern Territory the highest (32%).

Table 6.7: Clients: other disability by State, 1995

State	Other disability		No other disability		All	
	n	%	n	%	n	%
New South Wales	1,201	23.0	4,023	77.0	5,224	100.0
Victoria	1,113	19.5	4,587	80.5	5,700	100.0
Queensland	1,140	28.2	2,909	71.8	4,049	100.0
Western Australia	517	24.8	1,570	75.2	2,087	100.0
South Australia	141	19.1	596	80.9	737	100.0
Tasmania	43	16.7	214	83.3	257	100.0
Australian Capital Territory	65	17.3	310	82.7	375	100.0
Northern Territory	31	31.6	67	68.4	98	100.0
Total	4,251	22.9	14,276	77.1	18,527	100.0

Over two-thirds of clients required either no or occasional assistance with activities of daily living in the areas of self-care, mobility, and/or verbal communication (ADL assistance). The pattern for the frequency of ADL assistance required varied across the States and Territories. For the 6,955 (38%) clients that required no ADL assistance, the percentage ranged from a low of 9% in the Australian Capital Territory, to a high of 91% in Tasmania (Table 6.8).

An average of 34% of clients nationally required occasional ADL assistance, ranging from 4% in Tasmania to 60% in South Australia. Nationally, the average for clients who required frequent ADL assistance was 21%, with a range from 2% in Tasmania to 28% in the Australian Capital Territory.

Table 6.8: Clients: frequency of assistance required for activities of daily living^(a) by State, 1995

State	Not at all		Occasionally		Frequently		Continually		All ^(b)	
	n	%	n	%	n	%	n	%	n	%
New South Wales	2,573	49.3	1,339	25.6	1,011	19.4	297	5.7	5,224	100.0
Victoria	1,879	33.0	1,994	35.0	1,279	22.4	545	9.6	5,700	100.0
Queensland	1,621	40.0	877	21.7	923	22.8	628	15.5	4,049	100.0
Western Australia	437	20.9	838	40.2	514	24.6	298	14.3	2,087	100.0
South Australia	137	18.6	444	60.2	109	14.8	46	6.2	737	100.0
Tasmania	234	91.1	11	4.3	4	1.6	8	3.1	257	100.0
Australian Capital Territory	32	8.5	183	48.8	103	27.5	57	15.2	375	100.0
Northern Territory	52	53.1	23	23.5	18	18.4	5	5.1	98	100.0
Total	6,965	37.6	5,709	30.8	3,961	21.4	1,884	10.2	18,527	100.0

(a) Frequency of assistance required by the person in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication (called 'level of support required' in the NIMS data dictionary).

(b) Includes 12 clients for whom primary disability type was not specified.

Open employment agencies record the preferred language for each of their clients. This information was used to ascertain the number of clients from non-English-speaking backgrounds. For the 1,021 (5.5%) clients with a preferred spoken language other than English, the Northern Territory had the highest percentage (8%) and Tasmania the smallest (0.4%).

Table 6.9: Clients: non-English-speaking background by State, 1995

State	Non-English-speaking background					
	Yes ^(a)		No		All	
	n	%	n	%	n	%
New South Wales	371	7.1	4,853	92.9	5,224	100.0
Victoria	427	7.5	5,273	92.5	5,700	100.0
Queensland	132	3.3	3,917	96.7	4,049	100.0
Western Australia	58	2.8	2,029	97.2	2,087	100.0
South Australia	15	2.0	722	98.0	737	100.0
Tasmania	1	0.4	256	99.6	257	100.0
Australian Capital Territory	9	2.4	366	97.6	375	100.0
Northern Territory	8	8.2	90	91.8	98	100.0
Total	1,021	5.5	17,506	94.5	18,527	100.0

(a) Preferred spoken language other than English.

There was a total of 360 (2%) clients of Indigenous origin. The major deviation from the national average was in the Northern Territory where 11% (11 from 98) of clients were of Indigenous origin.

Table 6.10: Clients: Indigenous origin by State, 1995

State	None		Aboriginal		Torres Strait Islander		South Sea Islander		Not known		All	
	n	%	n	%	n	%	n	%	n	%	n	%
	New South Wales	4,837	92.6	81	1.6	2	0.0	11	0.2	293	5.5	5,224
Victoria	5,067	88.9	33	0.6	3	0.1	2	0.0	595	10.4	5,700	100.0
Queensland	3,657	90.3	104	2.6	4	0.1	23	0.6	261	6.4	4,049	100.0
Western Australia	1,852	88.7	61	2.9	1	0.0	6	0.3	167	8.0	2,087	100.0
South Australia	728	98.8	9	1.2	—	—	—	—	—	—	737	100.0
Tasmania	190	73.9	6	2.3	—	—	—	—	61	23.7	257	100.0
Australian Capital Territory	367	97.9	3	0.8	—	—	—	—	5	1.3	375	100.0
Northern Territory	87	88.8	9	9.2	—	—	2	2.0	—	—	98	100.0
Total	16,785	90.6	306	1.7	10	0.1	44	0.2	1,382	7.4	18,527	100.0

6.3 Client jobs

The distribution of industry types for the 11,527 jobs for which clients received support during 1995 has been discussed in Section 3.2. The proportions of jobs in each of the three largest industry groups (i.e. manufacturing, retail, and health and community service), did not vary markedly for most of the States and Territories. The biggest differences were for the manufacturing industry; nationally, 16% of jobs were in this industry, but the percentage ranged from a high of 34% in South Australia to a low of 4% in the Australian Capital Territory.

Table 6.11: Client jobs: industry type by State, 1995

State	Agriculture/ forestry/ fishing		Mining		Manu- facturing		Electricity/ gas/water		Construction		Wholesale		Retail	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	116	4.2	1	0.0	411	14.8	11	0.4	51	1.8	109	3.9	428	15.4
Victoria	284	8.2	5	0.1	577	16.7	12	0.3	41	1.2	110	3.2	398	11.5
Queensland	167	6.5	4	0.2	458	17.9	10	0.4	46	1.8	78	3.1	312	12.2
Western Australia	94	5.2	12	0.7	221	12.1	6	0.3	30	1.6	116	6.4	261	14.3
South Australia	16	4.0	1	0.3	134	33.8	3	0.8	3	0.8	3	0.8	65	16.4
Tasmania	23	15.2	1	0.7	19	12.6	—	—	3	2.0	—	—	13	8.6
Australian Capital Territory	6	2.2	—	—	10	3.6	1	0.4	3	1.1	3	1.1	38	13.9
Northern Territory	3	2.9	—	—	6	5.7	—	—	1	1.0	8	7.6	11	10.5
Total	709	6.1	24	0.2	1,836	15.9	43	0.4	178	1.5	427	3.7	1,526	13.2

State	Clothing/ textiles/ footwear		Hospitality		Fast food		Transport/ storage		Comm- unication services		Finance/ insurance		Property/ business services	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	30	1.1	301	10.8	175	6.3	82	3.0	60	2.2	38	1.4	99	3.6
Victoria	85	2.5	174	5.0	129	3.7	72	2.1	81	2.3	33	1.0	157	4.5
Queensland	21	0.8	262	10.3	146	5.7	47	1.8	41	1.6	8	0.3	124	4.9
Western Australia	16	0.9	107	5.9	96	5.3	28	1.5	11	0.6	11	0.6	50	2.7
South Australia	7	1.8	27	6.8	22	5.5	4	1.0	6	1.5	3	0.8	3	0.8
Tasmania	—	—	17	11.3	11	7.3	5	3.3	1	0.7	—	—	—	—
Australian Capital Territory	8	2.9	28	10.2	3	1.1	3	1.1	3	1.1	2	0.7	7	2.6
Northern Territory	—	—	21	20.0	7	6.7	—	—	—	—	—	—	7	6.7
Total	167	1.4	937	8.1	589	5.1	241	2.1	203	1.8	95	0.8	447	3.9

State	Government / defence		Education		Health/ community services		Cultural/ recreation services		Personal and other services		Other ^(a)		All	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	118	4.3	72	2.6	263	9.5	78	2.8	121	4.4	211	7.6	2,775	100.0
Victoria	115	3.3	99	2.9	314	9.1	62	1.8	291	8.4	413	12.0	3,452	100.0
Queensland	86	3.4	70	2.7	200	7.8	53	2.1	116	4.5	306	12.0	2,555	100.0
Western Australia	123	6.8	58	3.2	137	7.5	34	1.9	150	8.2	259	14.2	1,820	100.0
South Australia	6	1.5	14	3.5	52	13.1	3	0.8	5	1.3	20	5.0	397	100.0
Tasmania	10	6.6	5	3.3	17	11.3	2	1.3	5	3.3	19	12.6	151	100.0
Australian Capital Territory	106	38.7	10	3.6	19	6.9	1	0.4	4	1.5	19	6.9	274	100.0
Northern Territory	17	16.2	1	1.0	14	13.3	—	—	—	—	9	8.6	105	100.0
Total	581	5.0	329	2.9	1,016	8.8	233	2.0	692	6.0	1,256	10.9	11,529	100.0

(a) Includes 57 jobs in Western Australian for which industry type was not recorded.

The distribution of occupation types of jobs that were supported during 1995 has also been discussed in Section 3.2. Examining the three largest occupation groups (i.e. labourers/workers, clerks, and sales/personal service staff), it is evident that the percentage of jobs in each group varies widely across the States and Territories (Table 6.12). For the percentage of jobs in the 'labourers/workers' occupation group the national average was 65%, but State figures ranged from 82% in Tasmania to 47% in the Australian Capital Territory. In regard to the occupation group 'sales/personal service staff', only New South Wales (16%) differed from the national average of 11%. The national average for the occupation group 'clerks' was 12%; both Queensland (8%) and Tasmania (3%) had relatively fewer jobs in this group and the Australian Capital Territory (38%) had many more.

Table 6.12: Client jobs: occupation group by State, 1995

State	Managers		Professionals		Para-professionals		Trade s- persons		Clerks	
	n	%	n	%	n	%	n	%	n	%
New South Wales	4	0.1	30	1.1	40	1.4	198	7.1	367	13.2
Victoria	12	0.3	88	2.5	71	2.1	241	7.0	455	13.2
Queensland	6	0.2	29	1.1	20	0.8	163	6.4	197	7.7
Western Australia	2	0.1	9	0.5	20	1.1	133	7.3	237	13.0
South Australia	6	1.5	21	5.3	8	2.0	12	3.0	35	8.8
Tasmania	1	0.7	1	0.7	—	—	1	0.7	5	3.3
Australian Capital Territory	—	—	1	0.4	3	1.1	9	3.3	104	38.0
Northern Territory	—	—	2	1.9	1	1.0	—	—	15	14.3
Total	31	0.3	181	1.6	163	1.4	757	6.6	1,415	12.3

State	Sales/ personal service staff		Machine operators/ drivers		Labourers/ workers		Not recorded		All	
	n	%	n	%	n	%	n	%	n	%
New South Wales	444	16.0	45	1.6	1,629	58.7	18	0.6	2,775	100.0
Victoria	346	10.0	62	1.8	2,177	63.1	—	—	3,452	100.0
Queensland	231	9.0	32	1.3	1,877	73.5	—	—	2,555	100.0
Western Australia	164	9.0	35	1.9	1,220	67.0	—	—	1,820	100.0
South Australia	35	8.8	4	1.0	276	69.5	—	—	397	100.0
Tasmania	18	11.9	2	1.3	123	81.5	—	—	151	100.0
Australian Capital Territory	25	9.1	3	1.1	129	47.1	—	—	274	100.0
Northern Territory	9	8.6	1	1.0	77	73.3	—	—	105	100.0
Total	1,272	11.0	184	1.6	7,508	65.1	18	0.2	11,529	100.0

The employment basis of jobs varied across the States and Territories (Table 6.13, Figure 6.4). The national average for permanent regular employment was 64%. The range was from 36% in Tasmania to 71% in New South Wales. For temporary regular jobs the national average was 13%, with both Tasmania (24%) and the Northern Territory (19%) reporting higher percentages. The national average for permanent irregular jobs was 11%. Both the Territories had lower percentages (i.e. the Australian Capital Territory with 6% and the Northern Territory with 6%). Tasmania had a higher percentage (27%) of its jobs falling into the permanent irregular category.

Table 6.13: Client jobs: employment basis by State, 1995

State	Permanent regular		Temporary regular		Permanent irregular		Temporary irregular		Seasonal		All	
	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	1,977	71.2	286	10.3	316	11.4	152	5.5	44	1.5	2,775	100.0
Victoria	2,008	58.2	514	14.9	366	10.6	359	10.4	205	5.9	3,452	100.0
Queensland	1,672	65.4	307	12.0	333	13.0	147	5.8	96	3.8	2,555	100.0
Western Australia	1,153	63.4	233	12.8	147	8.1	235	12.9	52	2.9	1,820	100.0
South Australia	269	67.8	52	13.1	43	10.8	15	3.8	18	4.5	397	100.0
Tasmania	54	35.8	36	23.8	41	27.2	6	4.0	14	9.3	151	100.0
Australian Capital Territory	189	69.0	43	15.7	15	5.5	26	9.5	1	0.4	274	100.0
Northern Territory	73	69.5	20	19.0	6	5.7	5	4.8	1	1.0	105	100.0
Total	7,395	64.1	1,491	12.9	1,267	11.0	945	8.2	431	3.7	11,529	100.0

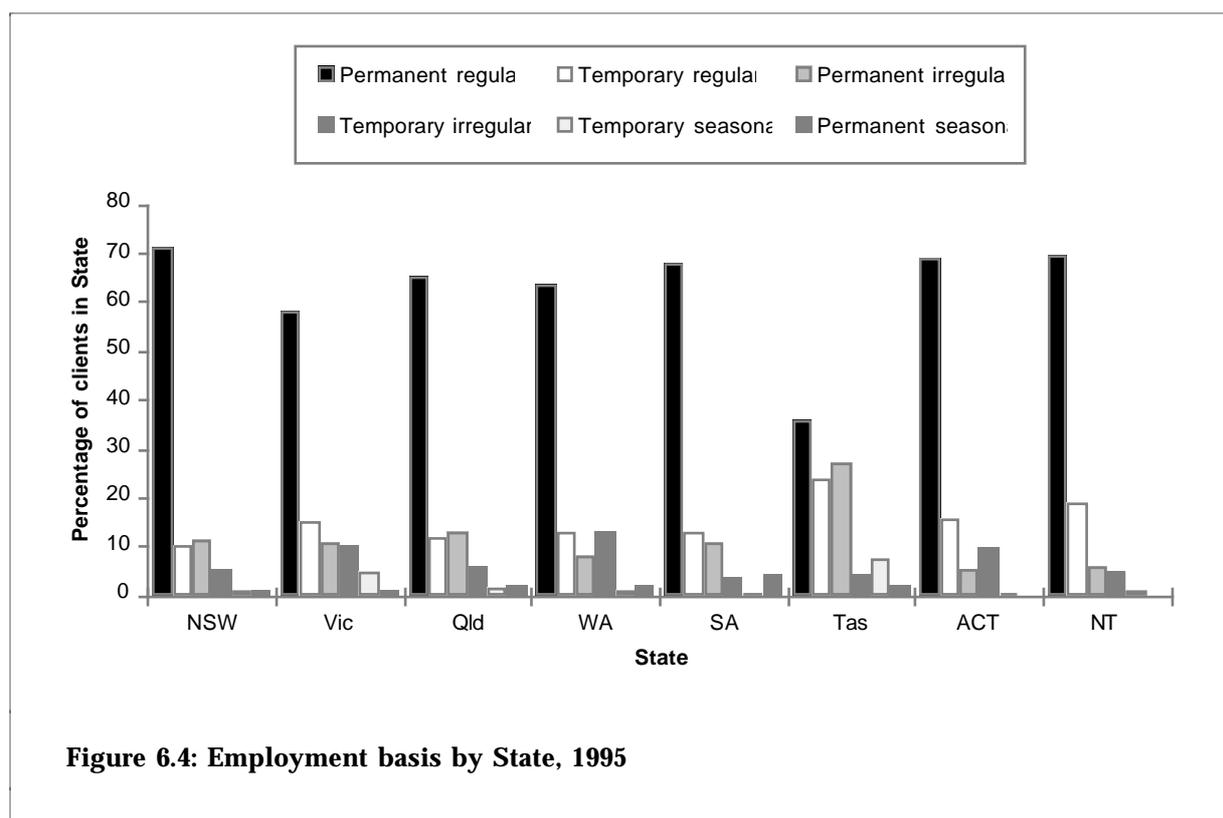


Figure 6.4: Employment basis by State, 1995

Hourly wage rates varied from State to State (Table 6.14, Figure 6.5). The mean hourly wage varied from \$8.26 in Western Australia to \$10.33 in the Northern Territory. The minimum hourly wage ranged from \$0.45 in Victoria to \$3.10 in Tasmania, and the maximum hourly wage from \$23.40 in the Australian Capital Territory to \$66.67 in New South Wales. Of the 11,529 jobs that had received support during 1995, 226 jobs either did not record a wage or recorded incorrect wage details.

Table 6.14: Client jobs: mean, minimum and maximum hourly wage rates by State, 1995

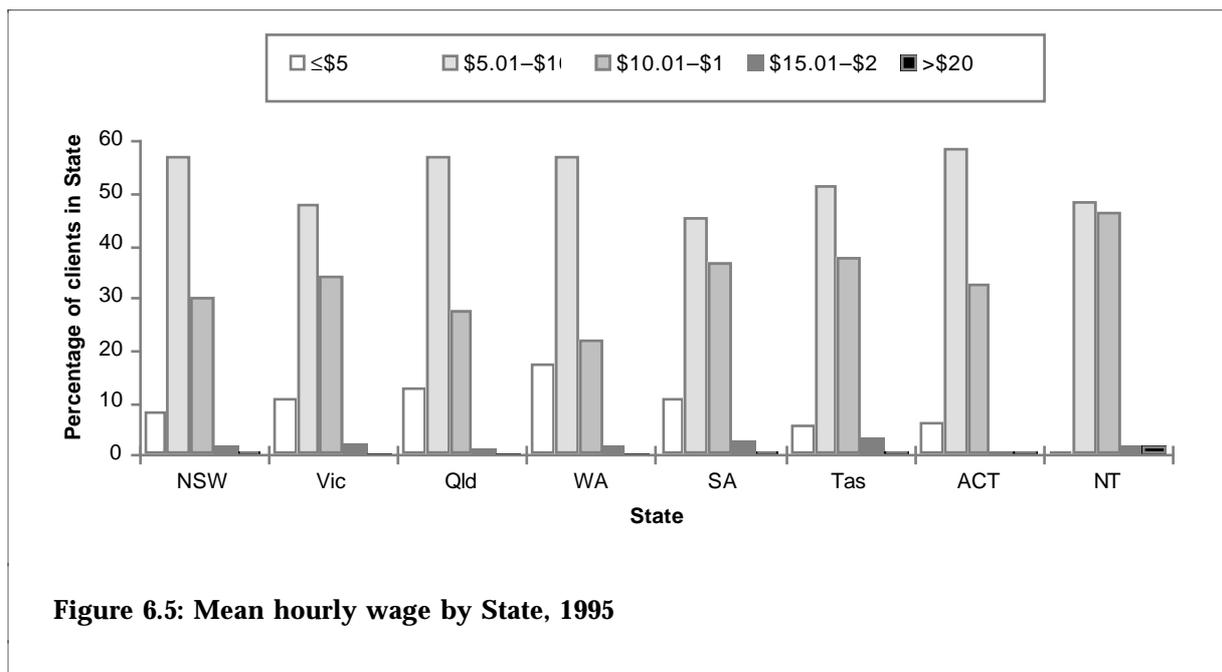
State	Number of jobs	Mean (\$)	Minimum (\$)	Maximum (\$)
New South Wales	2,742	9.05	0.95	66.67
Victoria	3,318	9.26	0.45	50.00
Queensland	2,535	8.65	1.13	46.50
Western Australia	1,794	8.26	0.63	50.00
South Australia	386	9.64	0.94	27.79
Tasmania	150	9.78	3.10	25.00
Australian Capital Territory	273	9.03	1.29	23.40
Northern Territory	105	10.33	2.00	24.27

When the mean hourly wages were grouped into categories (see Table 6.15 and Figure 6.5), over 50% of jobs had a mean hourly wage of \$5.01 to \$10.00 and approximately a third between \$10.01 and \$15.00. Examining the distribution of mean hourly wages across the States and Territories it is evident that they did not vary very much, apart from the lowest wages. On average, 12% of jobs nationally had a mean hourly wage of less than or equal to \$5.00. Western Australia (18%) had more jobs in this category than other States or Territories, and Tasmania (6%) , the Australian Capital Territory (7%) and the Northern Territory (1%) fewer.

Table 6.15: Client jobs: hourly wage ranges by State, 1995

State	≤\$5		\$5.01–\$10		\$10.01–\$15		\$15.01–\$20		>\$20		All ^(a)	
	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	239	8.6	1,592	57.4	845	30.5	50	1.8	16	0.6	2,775	100.0
Victoria	380	11.0	1,667	48.3	1,188	34.4	72	2.1	11	0.3	3,452	100.0
Queensland	326	12.8	1,459	57.1	707	27.7	34	1.3	9	0.4	2,555	100.0
Western Australia	318	17.5	1,039	57.1	402	22.1	31	1.7	4	0.2	1,820	100.0
South Australia	44	11.1	181	45.6	146	36.8	11	2.8	4	1.0	397	100.0
Tasmania	9	6.0	78	51.7	57	37.7	5	3.3	1	0.7	151	100.0
Australian Capital Territory	18	6.6	161	58.8	90	32.8	2	0.7	2	0.7	274	100.0
Northern Territory	1	1.0	51	48.6	49	46.7	2	1.9	2	1.9	105	100.0
Total	1,335	11.6	6,228	54.0	3,484	30.2	207	1.8	49	0.4	11,529	100.0

(a) Includes 226 jobs for which the hourly wage is unknown.



6.4 Client support

The support time attributed directly to the 18,527 clients during 1995 totalled 1,109,195 hours. When the total support hours for each State and Territory were divided by the corresponding number of clients, large variations were apparent. Nationally, the mean amount of support per client during 1995 was 60 hours (Table 6.16). The mean hours of support per client ranged from 42 hours in Victoria to 106 hours in Western Australia.

Table 6.16: Client direct support hours given^(a) by State by number of clients

State	Sum in hours	Number of clients	Mean support hours per client
New South Wales	268,770	5,224	51
Victoria	239,763	5,700	42
Queensland	258,706	4,049	64
Western Australia	220,721	2,087	106
South Australia	67,828	737	92
Tasmania	13,643	257	53
Australian Capital Territory	32,424	375	86
Northern Territory	7,341	98	75
Total	1,109,195	18,527	60

(a) An additional 611,653 hours were spent on tasks such as general administration, general job search and travel, not attributed to individual clients.

When the total support hours during 1995 for each State and Territory was divided by the corresponding number of jobs, again large variations were apparent (Table 6.17). For Australia, the mean amount of support during 1995 was 96 hours per job. The mean hours of support per job ranged from 69 hours in Victoria to 171 hours in South Australia.

Table 6.17: Client direct support hours given^(a) by State by number of jobs, 1995

State	Sum in hours	Number of jobs	Mean support hours per job
New South Wales	268,770	2,775	97
Victoria	239,763	3,452	69
Queensland	258,706	2,555	101
Western Australia	220,721	1,820	121
South Australia	67,828	397	171
Tasmania	13,643	151	90
Australian Capital Territory	32,424	274	118
Northern Territory	7,341	105	70
Total	1,109,195	11,529	96

(a) An additional 611,653 hours were spent on tasks such as general administration, general job search and travel, not attributed to individual clients.

From Tables 6.16 and 6.17 it is evident that the pattern by State and Territory for client support depended somewhat upon the denominator used. In Table 6.16, where support hours were divided by the number of clients, Victoria and New South Wales had the lowest average support hours, and Western Australia and South Australia the highest. However, when support hours were divided by the number of jobs (Table 6.17) the average support hours showed a slightly different State and Territory pattern. Victoria and the Northern Territory had the lowest support hours per job, and Western Australia and South Australia had the highest.

For more information about support given to clients see Chapter 5.

6.5 Type of service

For each client, the type of funding they receive is recorded. For a description of the various funding types (i.e. CETP, ISJ and Supported Wage System) see Section 2.4). Nationally, 67% of clients required CETP services (Table 6.18). The percentages for the States and Territories varied greatly and ranged from only 24% in South Australia to 88% in the Northern Territory. Approximately one-quarter of the open employment clients required ISJ services. Again, this percentage varied, with a low of 7% in Tasmania and a high of 63% in the Australian Capital Territory. The Supported Wage System accounted for a very small number of clients (1%), with the main deviation from the national average being South Australia where 16% of clients accessed this system.

Table 6.18: Type of client funding by State, 1995

State	CETP		ISJ		Other		Supported Wage System		Unknown		All	
	n	%	n	%	n	%	n	%	n	%	n	%
New South Wales	3,605	69.0	1,355	25.9	234	4.5	27	0.5	3	0.1	5,224	100.0
Victoria	3,942	69.2	1,361	23.9	231	4.1	63	1.1	103	1.8	5,700	100.0
Queensland	2,707	66.9	1,018	25.1	307	7.6	17	0.4	—	—	4,049	100.0
Western Australia	1,525	73.1	342	16.4	209	10.0	11	0.5	—	—	2,087	100.0
South Australia	175	23.7	271	36.8	173	23.5	117	15.9	1	0.1	737	100.0
Tasmania	217	84.4	17	6.6	19	7.4	4	1.6	—	—	257	100.0
Australian Capital Territory	137	36.5	237	63.2	1	0.3	—	—	—	—	375	100.0
Northern Territory	86	87.8	11	11.2	1	1.0	—	—	—	—	98	100.0
Total	12,394	66.9	4,612	24.9	1,175	6.3	239	1.3	107	0.6	18,527	100.0

6.6 Conclusion

There are interstate variations in many of the variables tabulated in this chapter. As analysed in Chapters 4 and 5, most of these variables were associated with variation in client job experience and in the amount of support received by the client. Therefore, it is not surprising that job experience and support themselves varied among States.

However, multivariate analyses showed that there was highly statistically significant interstate variation in job experience (Chapter 4) and support (Chapter 5), even allowing for other factors. This suggests that there are characteristics of States not included in the NIMS system (e.g. economic indicators), and that these characteristics are associated with both job experience and the support provided by agencies to clients.

Appendix 1: Previous studies of open employment services

This Appendix provides an overview of statistical data and other information about open employment agencies in Australia and supported employment services in the United States: their clients, clients' jobs, and the cost and benefits of placing people with a disability into open employment market jobs. The US supported employment services have been examined because most of the research studies, literature reviews and evaluations of supported employment have been conducted in the United States. Data from some Australian employment services are also briefly discussed.

The literature provides a useful context in which to examine the 1995 data on open employment services and their clients, collected through the National Information Management System (NIMS).

A1.1 Types of employment services in Australia

Under the Commonwealth *Disability Services Act 1986*, employment services fall into two main categories: open employment services and business services providing supported employment. This approach to disability employment services is intended to cover clients with all types and levels of disability. For details about the types of services in Australia see Section 1.3.

In late 1991 an evaluation of Section 10 disability employment services (The Roy Morgan Research Centre 1992) was conducted using a variety of methods: a questionnaire mailed to all 159 Section 10 services in Australia, client interviews, and analysis of data obtained from the Department of Health, Housing and Community Services 1991 Disability Census. Results from the questionnaire, which had a response rate of 83%, indicated that the competitive employment model was much more common than the four supported employment models (that is, ISJ, enclaves, work crews and small businesses).

Competitive employment services were employing approximately two-thirds (1,121) of the estimated 1,748 clients in work, using Section 10 services in late 1991. The supported employment sector consisted predominantly of small businesses which employed over half of the 627 clients in the supported employment sector (340 or 54%). Work crews were also found to make a substantial employment contribution (149 or 24%). There were fewer clients in ISJs and enclave models (121 or 19% and 17 or 3% of the supported employment sector respectively).

This evaluation developed and assessed employment services against ten key indicators of program performance which were designed to reflect the aims of the *Disability Services Act 1986*. 'The aim of the Act was to place clients in socially valued jobs (indicator 1) which they would have the ability and support to retain (job retention: indicator 2). They were to be paid at award or near-award rates (indicator 3) and work on full award conditions (indicator 4). Being employed and earning an adequate income would promote independence, including financial independence and self-sufficiency (indicators 5 and 6). Working in conventional employment would provide opportunities for social integration and contact with non-disabled workers (indicator 7). Underlying these specific aims were aims relating to improved quality of life for people with disabilities. These included promoting fair treatment (indicator 8), job satisfaction (indicator 9) and enhanced life satisfaction (indicator 10)' (The Roy Morgan Research Centre 1992, p.91). Combining the different sources of information, competitive employment services had favourable results on nine of the ten indicators. The exception was indicator 4, regarding full award conditions. The percentages of workers receiving

full award conditions were lower than those for the general working population. Only 71% of working clients received paid sick leave, 66% paid recreation leave, and 57% superannuation.

The supported employment sector had mixed results against the criteria specified. These services rated favourably on six of the ten indicators: job retention, independent income management, full award conditions, fair treatment at work, job satisfaction and life satisfaction. Those in supported employment, however, were less likely to have received award wages or use independent modes of travel to work, and both clients and service providers were less likely to have reported that they did the same tasks as non-disabled workers or mixed socially with their work mates. Some of these findings may have been affected by the different client groups attending competitive employment services versus the Section 10 supported employment services. Most clients in competitive employment had a low level of disability and hence low support needs. In contrast, approximately half of the supported employment clients had a low level of disability and the other half a moderate or high level of disability (The Roy Morgan Research Centre 1992).

A1.2 Types of employment services in the United States

US definitions of supported employment

In the United States supported employment can be seen as an intervention package made up of several components, each component contributing to its overall effectiveness (Lagomarcino 1986). The specific components of the supported employment program in the United States (Rusch & Hughes 1989) appear to parallel descriptions of the Australian open employment models (that is, CETP and ISJ models) (Jeltes 1991; Tuckerman et al. 1992). Details of these components are contained in Section 1.4.

A majority of the research studies, literature reviews and evaluations of supported employment have been conducted in the United States. Therefore, it is important to clarify the definitions used in the United States and understand how they relate to the definitions used in Australia.

The US literature describes four distinct supported employment delivery models: the individual placement, enclave, work crew and small business models (Moon & Griffin 1988). The US individual placement model appears to correspond to a combination of both the Australian CETP and ISJ models. The remaining three US supported employment models correspond closely to the supported employment models of the same names used in Australia.

The Australian *Disability Services Act 1986* and the American *Developmental Disabilities Act 1984* have many similarities. Both focus on the integration of people with disabilities into mainstream work places, and their being paid wages and provided with ongoing support. The *American Rehabilitation Act Amendments 1986* has regulations specifying the standards of supported employment services and the people to be served. The target population consists of individuals with severe handicaps who have never been in competitive employment or for whom such employment has been interrupted or intermittent, that is, those who cannot function independently in employment without intensive, ongoing support services and who require ongoing support for the duration of their employment. Supported employment offers occupational choice to people who traditionally have been considered unemployable in the competitive labour market (Rusch & Hughes 1989).

The US supported employment regulations are more explicit and prescriptive than the Australian standards, which do not specify the number of hours to be worked, the size of the work group, or the minimum amount of support to be given to an individual. The

US regulations set a minimum of 20 hours per week for each pay period. Integrated work settings are defined as a work group of not more than 8 individuals with handicaps and there must be regular contact with non-handicapped co-workers. The regulations specify that ongoing support services be provided at least twice monthly at the job site, except for individuals with chronic mental illness (Rusch & Hughes 1989).

A1.3 Open employment agencies: some previous Australian data

Age of agency

The length of time an agency has been operating is likely to have an effect on its performance. For example, the total number of clients supported by the agency, the number of clients in jobs, and the average length of time in jobs are all likely to increase the longer an agency has been operating.

Research findings support that the length of time of agency operation does influence its performance. For example, one study (Tuckerman et al. 1992) reported the results from two separate CETP service outlets. One of the offices had been operating for 70 months with 60 clients, the other was newer and had been operating for 34 months and had 43 clients. For each office the average time a client had been in his or her present job was approximately half the time the office had been operating (34 months and 15 months respectively).

Agency size and activities

An evaluation of employment services in 1992 found there were 55 competitive employment agencies with an average of 20 clients employed per agency. It also found that competitive employment services were relatively large with an average of 100 registered clients, including both clients employed and those waiting for employment. In contrast, they reported 14 ISJ services with an average of 9 clients employed per service (The Roy Morgan Research Centre 1992).

The amount of staff time spent on client support activities also was found to differ between services (CETP and ISJ). Staff working in ISJ services spent more time on client support than did staff in CETP agencies. A recent study found that the most important and time consuming activity of most staff members was the provision of support to clients, including training in job-related skills. Staff in a typical CETP service on average spent 12.9 hours per week on support work, with staff classified as trainers/support workers spending 13.7 hours per week and vocational educators spending 16.0 hours per week. Staff working at ISJ agencies spent an average of 16.2 hours per week on support work, with trainers/support workers spending 18.5 hours per week (The Roy Morgan Research Centre 1992).

Some studies have investigated the size of the most effective working unit for open employment services. The most effective working unit appeared to be 10 staff members, consisting of a manager, a secretary and 8 placement and maintenance workers (Tuckerman et al. 1992; Coopers & Lybrand Consultants 1990).

Once the 'ideal' working group size has been determined, another issue of interest is the 'ideal' workload for each staff member (that is, the number of clients that can be placed and supported). Tuckerman et al. (1992) define two types of staff: a placement officer (whose tasks are to search for new jobs and provide training to clients placed in jobs), and a maintenance officer (whose tasks are to provide training to clients placed in jobs and give support as needed to clients to maintain them in a job). The study found that under good economic conditions, a placement officer could find jobs and provide initial training for 6.5 clients per year, by spending an average of one day per week on job search and four days per week on initial training. A maintenance officer was able to

provide ongoing support for 20 clients a year if working entirely on maintenance. If spending one day per week on initial training, a maintenance worker could give ongoing support to 16 clients. When economic conditions were tight, the placement rate fell to 5.5 clients per year and placement officers spent two days a week on job search. Under these circumstances, maintenance workers spend more time on initial training, leaving less time for maintenance, and could maintain only 12 clients.

There appears to be some discrepancy between the 'ideal' workload for each staff member and the work actually performed. The Roy Morgan Research Centre (1992) found that in the 1990–1991 financial year approximately 13 clients per agency were placed into employment. Using the findings from Tuckerman et al. (1992), 13 placements would correspond to an 'ideal' workload of approximately two staff members per agency.

A1.4 Client profile

Profile of clients using open employment services in Australia

The Roy Morgan Research Centre evaluation (1992) found that of the 1,242 clients placed in open employment in late 1991:

- 1,121 clients were employed in CETP placements and 121 clients employed in ISJ placements;
- 69% were male and 31% female;
- the majority were under 30 years of age;
- 66% had low support needs in relation to self-care, mobility and communication;
- 80% of the clients registered had low to moderate intellectual disabilities, 20% had a physical disability, 10% a sensory disability, 7% a psychiatric disability and 10% challenging behaviours. (Note that the total adds to greater than 100% because some clients have multiple disabilities.)

Tuckerman et al. (1992) studied the characteristics of 103 clients from two open employment offices and found:

- 51% were male and 49% female; and
- average intelligence quotient was 53.5.

Jeltes (1991) examined the characteristics of 38 clients who were placed into jobs in the open labour market by one agency. The study found:

- average age was 24 years (range 17 to 44);
- primary disability type: 20 mild intellectual, 17 moderate to severe intellectual disability; and
- 31 had multiple disabilities.

Parmenter and Knox (1991) studied a group of 73 young people with a disability who had left school. They found 73% were employed at the time of the interview, 42% in open employment. Those with disabilities other than intellectual tended to be in open employment, and those with intellectual disabilities generally were in sheltered employment.

In summary, in Australia, clients using open employment services (that is, CETP and ISJ) in studies up to 1992 were most likely to be male, under 30 years of age, and have a low to moderate intellectual disability.

A number of other factors have been found to influence success for people with disabilities placed in the open labour market. A large majority of service providers reported in The Roy Morgan Research Centre study (1992) that clients required adequate social skills. Physical and motor skills and the potential to work independently were also considered important if a client was to make effective use of their service.

A strong support network of family and friends was important. If the client lived with his or her parents or spouse, it was essential that these people supported the client working because otherwise the success of the placement would be unlikely. These significant others were often required to provide transport to work (Purdon Associates 1992).

Profile of clients using supported employment services in the United States

The US Disabilities Services Act specifies that supported employment programs are to be targeted at people with higher support needs. Research has shown that, with support, people with moderate and high levels of disability are able to work well in open labour market work settings (Parmenter 1992; Shafer et al. 1990; Wehman et al. 1979; 1982). Some studies have shown that supported employment agencies employ a high proportion of people with a mild level of intellectual disability.

Conley et al. (1989) examined characteristics of 193 clients who were placed into individual placements in Illinois during the 1987 financial year. They found that:

- 60% were male;
- the average age was 30 years;
- 74% were white;
- average intelligence quotient was 60; and
- 54% were in the borderline and mild range of mental retardation.

Hill et al. (1987) studied 214 clients of individual placement employment programs in Virginia who were in jobs and found:

- 66% were male; and
- 51% were moderately mentally retarded.

Thompson et al. (1992) compared groups of clients in Michigan entering supported employment against those in day and work activity settings and found:

- both groups were significantly more likely to be male than female;
- those entering supported employment were more likely to be in the 25 to 34 age group, those in activity settings more likely to be in the 35 to 44 age group;
- in both groups mental retardation was the most frequently occurring disability type; intelligence quotient scores for people entering supported employment were higher than the day and work activity group;
- both groups had similar racial characteristics; and
- those in supported employment were more likely to live in semi-independent settings.

Conclusion

In general, few conclusions can be drawn from the Australian and US studies discussed in this section. Most of the sample sizes were very small and perhaps not representative of the client population as a whole.

However, it appears that the client profiles from open employment services in Australia and individual placement services in the United States are similar. A client in either country is more likely to be male, around 30 years of age, and have the disability type 'mental retardation' in the mild to moderate range.

A1.5 Youth with disabilities

It is well established that youth with disabilities generally have less favourable workforce experience in comparison to their peers without disabilities. Ling et al. (1993) reviewed the international literature on youth with disabilities. The results indicated that youth with disabilities experienced poorer employment rates than non-disabled peers, earned less pay, and generally were restricted to unskilled labour or service sector occupations with few benefits or advantages. They reported a number of studies showing that less than half of all youth with disabilities achieved full-time employment within two years of leaving school. This group also has been shown to experience high levels of underemployment, often with seasonal, part-time or intermittent jobs. They tend to have a lack of job security and advancement opportunities, and poor wages.

A1.6 Working conditions, job retention rates and wages

Some Australian data

Some job characteristics differ depending upon whether the job is a CETP or ISJ placement. The Roy Morgan Research Centre evaluation (1992) found that of the 1,121 clients employed in the open labour market and supported by CETP agencies:

- 77% were in full-time employment;
- 12% were in part-time employment; and
- median hours worked were 36–40.

In contrast they found that of the 121 clients employed in ISJ placements:

- 45% were full time;
- 55% were part time; and
- median hours worked were 31–35 hours.

Examining all competitive employment placements in Australia in late 1991 (that is, combining the CETP and the ISJ placements), the Roy Morgan Research Centre study (1992) found that:

- the most common occupation groups were labourers and unskilled workers (75%), 8% clerks, and 7% sales and personal service staff;
- the most common industry types were manufacturing (23%), wholesale and retail (22%), and recreational and personal services (22%);
- 83% of clients in jobs were receiving award wages; and
- with respect to full award conditions, 71% of those in competitive employment were provided with paid sick leave, 66% with paid recreation leave, and 51% with superannuation.

Purdon Associates (1992) found that for 76 individuals employed through 14 CETP or ISJ services:

- 78% were receiving award wages and 9% above award-wages; and
- all CETP workers were receiving award wages.

The Department of Health, Housing and Community Services 1991 Disability Census (AGB Research 1991) showed that the average client in competitive employment worked 32.7 hours per week and received a wage of \$216.80 (or \$6.63) per hour.

Tuckerman et al. (1992) examined the characteristics of 105 employed clients in two open employment outlets and found:

- approximately half were males and half were females;
- average hours worked per week was 28;
- the average wage per week was \$228.50 (range \$70 to \$442); and
- the most common job types were: food service (31 or 29%), factory (17 or 16%) and clerical (19 or 18%) occupations.

Job retention rates and definitions vary across studies. One study found that job retention rates in competitive employment were 57% 2 to 18 months after placement, with no significant differences in retention rates between male and female employees, or between different primary disability types (The Roy Morgan Research Centre 1992). Another study found that for CETP and ISJ services, job duration ranged from less than one month to over 3 years. Over 30% of workers had been employed for more than a year in the same job (Purdon Associates, 1992). Tuckerman et al. (1992) found an average annual retention rate of 82.5% (range 74% to 90%).

Examining the type of employer who employs people with disabilities is important particularly for the marketing of open employment services. Purdon Associates (1992) found that types of employers of people with disabilities could be categorised into three groups: those with personal experience, those with personal sympathy, and those for whom productivity-related issues were paramount and who would employ people only on the basis of satisfactory job performance. When employers were asked whether or not their initial expectations of employing a person with a disability had been met, the majority (86%) indicated that their expectations had either been met or exceeded.

In summary, CETP job placements have been found to be more likely than ISJ placements to be full time and hence involve working more hours per week, and also more likely to receive award wages and conditions. The majority of clients in the open labour market (both CETP and ISJ) were receiving award wages and a high proportion were receiving full award conditions (for example, paid sick leave, paid recreation leave, and superannuation). The types of occupations varied but were most commonly unskilled labourers and workers, or food service, clerical and factory workers. Job retention rates and definitions varied enormously.

Some United States data

Hill et al. (1987) examined 214 clients from individual placement employment programs who were in jobs. They found that:

- approximately 70% of clients remained employed for at least 6 months;
- the average length of time remaining employed during the study period was 21 months;
- all clients earned at least the federal minimum hourly wage or above, equating to a monthly salary of approximately \$406;
- the average hours worked per week was 28; and
- clients were most often employed in non-skilled positions, in occupations such as food service or janitorial.

Shafer et al. (1990) obtained data from about 20 US states about clients in supported employment services between 1986 and 1988. Results from 4,384 clients in individual placement employment services indicated that:

- 25% (1,093) worked an average of less than 20 hours per week, 39% (1,711) worked 21 to 30 hours, 30% (1,328) worked 31 to 40 hours, and 6% (252) worked more than 40 hours per week; and
- the average hourly wage was \$3.72 (range \$3.34 to \$4.92).

Several US studies have found that clients in individual placements received higher wages per hour than clients in sheltered employment settings (Kregel et al. 1989; Shafer et al. 1990).

A number of research studies in the United States indicate that supported employment, and in particular individual placement, is a means to higher income for persons with severe disabilities compared with those in sheltered employment. Thompson et al. (1992) compared groups of clients entering supported employment (individual placements and enclaves) with those in day and work activity settings. They found that, after adjusting for the effects of a number of factors (including intelligence quotient, the number of disabilities, and other factors), those in supported employment had twice the average wage of the other group. Some of the wage difference was due to more hours worked, but more consistent and larger differences resulted from hourly rates earned by workers in the community settings. The effect of intelligence quotient on wages was statistically significant, and workers with higher intelligence quotients had higher income.

Conclusion

Definite conclusions are difficult to draw from the studies cited because, again, some of the sample sizes were too small.

However, it appears that client jobs in open employment services in Australia and individual placement services in the United States have some similarities. People in both models are likely to earn award wages and be in the unskilled occupation types.

A1.7 Clients' feelings about working

Research indicates that there is great demand for the services offered in Australia by open employment agencies and that demand is greater than the available supply. Several studies have found that most services reported the demand for their services was higher than the capacity to support clients and most had a waiting list. Some agencies even reported closing their books to new clients (Purdon Associates 1992). One study found an average of 67 clients per agency on waiting lists. This equated to three clients waiting for work for every one for whom they had found work (The Roy Morgan Research Centre 1992).

People with disabilities are being employed in the open labour market but what are their thoughts and feelings about being there? Research indicates that clients who were working were more satisfied with their work and their lives as a whole, compared with those who were still on the waiting list for a job. Clients reported that their lives had improved since getting an open labour market job, and clients who had lost a job reported their quality of life had declined. Men were more likely to report job satisfaction than were women. Working men were also more likely than working women to have reported being happy with their lives. However, the reverse was true for clients not in work—more women reported being happy than men. The study suggested that these findings may be an indication that holding a job may be more important to general life satisfaction for men than for women (The Roy Morgan Research Centre 1992).

Clients were generally happy about working and about their jobs. Purdon Associates (1992) found that the main positive aspects of the job mentioned by clients were making new friends and meeting new people, the good wages being paid and that they liked performing the particular tasks that were part of their job. When asked about the negative aspects of their job, the majority replied that there was nothing they did not like about the job. The other main response was not liking specific aspects of tasks (such as mess, wet weather, heat, etc.) .

Other studies support the importance of the social rewards gained from work. Parmenter and Knox (1991) found the main reasons given by a group of young people with disabilities for working were social rather than economic reasons.

Over 75% of service providers and clients in competitive employment reported both social integration and integration of work tasks as important factors leading to client satisfaction (The Roy Morgan Research Centre 1992).

Reasons for leaving jobs

Clients of open employment services move through different jobs as do other people in the general labour force. The reasons for leaving a job can be either voluntary or involuntary. For the 561 clients of Australian open employment services who left jobs in 1991, just over two-thirds (or 383) did so on an involuntary basis. For these clients the main reasons given were: 53% redundancies in the organisation, 36% poor work attitude or lacked motivation, 31% unable to perform tasks, 9% unreliable attendance, and 2% did not get on with co-workers. The most common reasons for voluntarily leaving a job were: 62% not enjoying work or not wanting to work, 22% obtaining another job, 16% unable to perform the tasks, and 4% did not get on well with co-workers. These percentages do not add to 100% because multiple answers were possible (The Roy Morgan Research Centre 1992).

A1.8 Client support

The open employment model in Australia (both CETP and ISJ) specifies that when a person with a disability has been placed in a job there will be a period of intense on-the-job training, but once the individual is able to perform the job to the satisfaction of the employer the support should be faded out and eventually provided only when and if needed. One study included 138 clients from two separate open employment outlets and found that clients on average required 6 to 7 weeks of on-the-job training. After a client had completed the intense on-the-job training, maintenance support was very important to ensure the client continued employment. Job maintenance on average was half a day per fortnight (Tuckerman et al. 1992).

A1.9 Costs and benefits of open employment services

Benefits of open employment

In one US study, several supported employment programs were used to demonstrate how supported employment would benefit people with disabilities and society in various ways. Working in open labour market jobs offers the person a job that has obvious value in the economy (that is, someone is willing to pay for the job to be completed). Having a job provides structure to a person's day, the opportunity to expand his or her social circle, and the chance to contribute. The income generated from working creates new opportunities for community participation and expands the person's role as a client in the community. The personal, social and economic benefits of working are well documented for the general population and there is no reason to believe that people with disabilities will not experience the same benefits (Bellambi et al. 1988).

One study hypothesised that placing people with disabilities in open labour market employment also offers benefits to society as a whole. Social benefits exist from allowing the person with a disability to live and work in their own community. Economic benefits are also evident—the person with a disability becomes at least partially self-supporting, which leads to reduced dependence on public programs and income transfers. The more money the person earns the greater the public benefit; at a certain point the transfer of income from the Government becomes unnecessary and the person begins to pay tax (Bellambi et al. 1988).

Cost of running an open employment service in Australia

Are open employment services providing value for money and how much do they cost? In 1990–1991 the competitive employment sector in Australia was estimated to cost \$9 million, comprising \$8 million annual operating costs and \$1 million capital costs. The typical competitive employment service total cost (capital costs plus operating costs) was \$190,000; \$172,000 of this total was spent on operating costs, \$158,000 being met by the Commonwealth Government (The Roy Morgan Research Centre 1992).

Financial costs and benefits of supported employment services can be compared with alternative service models to determine if their benefits exceed their costs. Results from cost-benefit analysis and longitudinal studies indicate that costs of supported employment are greater than benefits during the first years of implementation, but that costs decrease and benefits increase over time because employees increase both their hours and average hourly wages and the amount of support required on the job decreases. These findings indicate that retaining clients in jobs may be an important factor in reducing costs. Jeltz (1991) found this reduction in the cost of open employment services over time: during the first year of service operation the expenditure per service was \$134,427, during the second year \$110,635, \$100,135 for the third year, and the projected costs for the fourth year were \$96,534. These costs were based on 28 clients for which 36 job placements were made over the three-year period.

Tuckerman et al. (1992) estimated the annual net cost to Government per client for an open employment service and compared it with alternative employment models (Table A1.1). The estimate was \$11,498 per client. This figure is only \$1,536 (or 15%) more than the cost of being unemployed and receiving only the pension (which was \$9,962 at the time). The cost was \$1,059 (or 8%) below the cost per client in sheltered workshops, and \$6,715 (or 37%) below the cost per client in other supported employment programs, namely \$18,213. The researchers suggested that, as an agency matures, costs are expected to fall further.

Table A1.1: Estimated net cost (in Australian dollars) per client per annum to Government

	Jobsupport	Other supported employment	Sheltered workshop	Disability support pension only
Budgeted expenditure/ Disability Services Program funding	7,484	8,336	2,740	0
Pension	3,537	7,892	7,832	7,977
Fringe benefits	201	927	927	927
Rent allowance	990	1,058	1,058	1,058
Jobstart	453	0	0	0
Work training	43	0	0	0
Total gross cost	12,708	18,213	12,557	9,962
Less tax	1,179	0	0	0
Less Medicare levy	31	0	0	0
Total net cost	11,498	18,213	12,557	9,962

Note: Budgeted expenditure is used for Jobsupport as this is the most accurate measure of costs. Disability Services Program funding is used as an approximation of cost for sheltered workshops and other supported employment, because expenditure information is not available for 1991–1992. Other supported employment data should be interpreted with caution because of the size of census sample.

Source: Tuckerman et al. 1992, p.58.

Cost of running a supported employment service in the United States

In the United States costs of supported employment have also been found to be greater than benefits during the first years of implementation. As for open employment services in Australia, these costs decrease and the benefits increase over time because employees increase both their hours and average hourly wages, and the amount of support required on the job decreases. This cost reduction over time has not been found with the traditional vocational programs such as sheltered employment and adult day-care programs because supervision, wages and hours worked usually remain stable over time (Conley et al. 1989).

Hill et al. (1987) examined 214 clients from individual placement employment programs who were in jobs. They found that for every \$1 of public tax dollars spent on the program, clients earned \$1.43 (or \$1.24 for persons moderately and severely retarded). The program cost more until the third year of operation when it began to result in financial savings to the taxpayer, and the savings have continued over time.

Conley et al. (1989) estimated the costs and benefits for 394 individuals in supported employment from the perspectives of employees, society and taxpayers. The results indicate that, from the perspectives of society and taxpayers, measured monetary benefits were less than measured costs during the first year. However, actual dollar benefits to clients working in supported employment placements increased by 37% over earnings in alternative employment programs, and averaged approximately \$60 per month more.

Conclusion

In summary, there appear to be many benefits of working, for both the person with a disability and society as a whole. The cost of running either an open employment service in Australia or a supported employment service in the United States, are greater than the benefits during the first few years of operation but over time the costs decrease and the benefits increase.

A1.10 Other employment service data

CES data

Clients of the Commonwealth Employment Service (CES) are asked, at an initial interview, if they have any disabilities. If the person self identifies, then the type of disability is recorded. The levels of disability recorded on the CES register must be treated with caution for a number of reasons (National Board of Employment, Education and Training 1994):

- clients are asked to self-identify and they may choose not to do so;
- the severity of a disability is not assessed and a self-identifying client may have no handicap; and
- the CES register is not representative of the labour force as a whole, as women are under-represented. For the CES register, the ratio of males to females is 61.6% to 38.4%.

Table A1.2 illustrates that there is a relationship between the duration of registration at the CES and the reported number of clients with a disability. These figures support the assertion that people with a disability have trouble finding work once unemployed and therefore experience a longer average duration of unemployment (National Board of Employment, Education and Training 1994).

Table A1.2: Percentage of self-reported disability in the CES Register

Duration of registration	Males (%)	Females (%)	Persons (%)
0–6 months	9.6	5.7	8.0
6–12 months	11.6	6.6	9.5
12–18 months	15.0	8.9	12.5
18–24 months	15.3	10.1	13.2
24–60 months	17.2	12.9	15.8
60–120 months	23.7	21.6	23.2
≥120 months	28.9	28.9	28.9

Source: National Board of Employment, Education and Training 1994, Table 3.

Table A1.3 indicates that there is a relationship between disability and age, with the proportion of disability rising with each age group. For each age group males have a higher prevalence of disability. This pattern is consistent with that found by the Australian Bureau of Statistics 1993 Survey of Disability, Ageing and Carers (ABS 1993b).

Table A1.3: Percentage of disability in CES register

Age range	Males	Females	Persons
15–19 years	5.5	4.6	5.1
20–24 years	7.3	6.0	6.7
25–34 years	11.9	6.7	10.0
35–44 years	16.9	8.8	13.7
≥45 years	22.2	16.8	20.5
Total register	13.5	8.2	11.5

Source: National Board of Employment, Education and Training 1994, Table A8.

Services provided under the CSDA

Under the Commonwealth/State Disability Agreement (CSDA), governments undertook to share data on the services provided and funded under the Agreement. The Institute has been working since late 1992, with the Commonwealth, States and Territories, to develop specifications for a Minimum Data Set (MDS) for these services, to facilitate the collation of national data from all jurisdictions. The data collection based on the MDS is undertaken on an annual basis with the first full collection conducted in August 1995.

Service types covered included: accommodation, accommodation support, respite care, advocacy, recreation and information, print disability, research, independent living training, activity therapy, early childhood development, and case management. Forms were sent by State and Territory government agencies to services funded or provided by them, and these services took responsibility for providing data on services and clients, collected on a single 'snapshot day'.

Open employment services are a subset of the services covered by the Minimum Data Set collection (Table A1.4). Table A1.6 indicates that there were 261 open employment services around Australia in 1995 (172 CETP and 89 ISJ).

There were 4,219 CSDA-funded services which responded to the 1995 CSDA MDS collection (excluding Western Australian data), a 93% response rate. Of these 4,219 services, 257 were classified to a service type resulting in no consumer data being

required; these service types were advocacy, information, print disability and other. The consumer data therefore relate to the remaining 3,962 services, and the service data relate to all 4,219 services (Black & Eckerman 1997).

Three separate counts of consumer numbers are collected from CSDA services—the number actually receiving a service on the collection ‘snapshot day’, the number on a typical operating day and the number of individuals over the financial year.

Table A1.4: Number of consumers^(a), service type^(b) by auspice by time period, Commonwealth, States and Territories (excluding Western Australia^(c)), 1995

Service type	Government			Non-government		
	Snapshot day	Typical day	Annual estimate	Snapshot day	Typical day	Annual estimate
Accommodation	6,733	6,999	15,572	7,921	8,267	43,456
Community support	4,827	5,707	48,445	3,744	5,083	103,535
Community access	2,226	2,294	4,954	6,511	7,291	72,032
Respite	582	639	4,031	909	1,256	17,000
Employment	1,844	1,981	4,562	15,759	17,023	35,743

(a) Consumer numbers are not added other than within service types due to an unknown level of double counting, arising because individuals may receive more than one service type on the snapshot day.

(b) Consumer data not collected for service types of advocacy, print disability, research and development, information or other.

(c) Western Australian State data excluded, Western Australian Commonwealth data included.

Source: Black and Eckerman 1997, Table 2.1.

Disability type was recorded in the 1995 data collection in two formats—the disability type identified as ‘primary’ for the service user, and ‘all significant disability types’. The use of the two concepts enables comparison with a wider range of other data collections, and provides a more detailed picture of the ‘multiple disability’ of many service users.

Of the 63,530 service recipients on the snapshot day, 43,033 (67.7%) were reported as having a primary disability type of ‘intellectual/learning’. This proportion was consistent across the sexes (males 67.4% and females 68.4%) (Table A1.5).

The next most frequently reported primary disability types were ‘physical’ (12.4%), ‘psychiatric’ (7.1%) and ‘acquired brain injury’ (3.3%). The category of ‘deaf and blind’ was the least frequently reported for 162 (0.3%) service recipients (Table A1.5).

These primary disability types do show differences between the sexes. There was a higher proportion of males with a reported primary disability type of ‘acquired brain injury’ (4.0% of males and 2.2% of females), and ‘psychiatric’ (males 7.8% and females 6.2%). Females had a higher reported proportion of ‘physical disability’ (males 11.9% and females 13.3%).

The distribution of reported primary disability type also varied between age groups. ‘Developmental delay’ was recorded as primary for 752 (46.3%) of those service recipients aged 0 to 4 years, and for 70 (2.1%) of those aged 5 to 14 (this category was intended to apply only to 0 to 5-year olds, and made up less than 0.2% of older age groups) (Table A1.5).

For those service users aged 15 years or more, the proportion with a primary disability type of ‘intellectual/learning’ decreased with increasing age (from 74.9% of the 15 to 24 age group to 43.6% of those service users aged 60 years or more). Corresponding increases occur in the categories of ‘physical disability’ (from 11.6% to 18.9%), and ‘vision’ (from 1.9% to 18.0%). ‘Psychiatric disability’ had a reported peak in the 25 to 44 and 45 to 59 age groups (Table A1.5).

Table A1.5: Service recipients^(a), sex by primary disability type by age, Commonwealth, States and Territories (excluding Western Australia^(b)), 1995

Primary disability type	Age (persons)						na	Total	%
	0-4	5-14	15-24	25-44	45-59	60+			
Males									
Developmental delay	447	53	14	18	6	6	5	549	1.5
Intellectual/learning	230	1,227	6,676	13,117	3,261	687	59	25,257	67.4
Physical	135	506	949	1,886	725	235	24	4,460	11.9
Acquired brain injury	15	42	288	766	300	83	6	1,500	4.0
Deaf and blind	2	2	17	49	6	7	0	83	0.2
Vision	23	37	170	373	180	214	11	1,008	2.7
Hearing	36	37	142	262	98	60	3	638	1.7
Speech	44	27	26	46	14	6	2	165	0.4
Psychiatric	10	7	379	1,893	495	102	19	2,905	7.8
Neurological	38	71	213	378	135	38	2	875	2.3
Not stated	1	3	7	23	2	4	5	45	0.1
Total males	981	2,012	8,881	18,811	5,222	1,442	136	37,485	100.0
<i>% in age group</i>	<i>2.6</i>	<i>5.4</i>	<i>23.7</i>	<i>50.2</i>	<i>13.9</i>	<i>3.8</i>	<i>0.4</i>	<i>100.0</i>	
Females									
Developmental delay	296	17	4	10	5	0	5	337	1.3
Intellectual/learning	135	639	4,292	9,475	2,413	560	39	17,553	68.4
Physical	89	414	747	1,269	561	301	22	3,403	13.3
Acquired brain injury	10	35	121	267	96	47	2	578	2.2
Deaf and blind	1	5	19	38	7	6	0	76	0.3
Vision	14	30	107	276	134	301	10	872	3.4
Hearing	24	36	140	195	68	66	3	532	2.1
Speech	19	18	12	22	11	1	1	84	0.3
Psychiatric	3	1	187	959	349	79	3	1,581	6.2
Neurological	28	48	122	251	98	53	8	608	2.4
Not stated	0	0	4	11	6	2	5	28	0.1
Total females	619	1,243	5,755	12,773	3,748	1,416	98	25,652	100.0
<i>% in age group</i>	<i>2.4</i>	<i>4.9</i>	<i>22.4</i>	<i>49.8</i>	<i>14.6</i>	<i>5.5</i>	<i>0.4</i>	<i>100.0</i>	
All persons									
Developmental delay	752	70	18	31	12	6	13	902	1.4
Intellectual/learning	371	1,890	11,000	22,682	5,698	1,260	132	43,033	67.7
Physical	225	925	1,706	3,170	1,295	545	55	7,921	12.4
Acquired brain injury	25	78	411	1,039	399	131	13	2,096	3.3
Deaf and blind	3	7	36	88	14	13	1	162	0.3
Vision	37	68	277	649	315	520	22	1,888	3.0
Hearing	62	76	282	457	166	126	11	1,180	1.9
Speech	65	47	38	68	25	7	3	253	0.4
Psychiatric	15	8	568	2,856	846	181	22	4,496	7.1
Neurological	66	120	336	630	233	91	12	1,488	2.3
Not stated	2	3	12	37	8	7	42	111	0.2
Total	1,623	3,292	14,684	31,707	9,011	2,887	326	63,530	100.0
<i>% in age group</i>	<i>2.6</i>	<i>5.2</i>	<i>23.1</i>	<i>49.9</i>	<i>14.2</i>	<i>4.5</i>	<i>0.5</i>	<i>100.0</i>	

(a) An individual may be counted more than once if more than one 'service type' was accessed on the snapshot day.

(b) Western Australian State data excluded, Western Australian Commonwealth data included.

Source: Black and Eckerman 1997, Table 2.13.

The distribution of reported Commonwealth-funded CSDA services, by service type, by State and Territory, is shown in Table A1.6.

Of the 772 employment services reported, sheltered employment accounted for 320 (41%).

Table A1.6: Number of Commonwealth-funded CSDA services, service type by State and Territory, 1995

Service type	NSW	Vic	Qld	WA	SA	Tas	NT	ACT	Total
CETP	56	43	40	19	5	5	3	1	172
ISJ	43	22	11	2	3	3	1	4	89
Supported employment	69	64	12	7	14	7	1	3	177
Sheltered employment	134	54	42	30	41	12	3	4	320
Employment—other, not stated	1	8	4	0	1	0	0	0	14
<i>Total employment services</i>	<i>303</i>	<i>191</i>	<i>109</i>	<i>58</i>	<i>64</i>	<i>27</i>	<i>8</i>	<i>12</i>	<i>772</i>
Advocacy	19	25	6	8	6	3	2	6	75
Information/referral	2	0	0	0	1	0	0	1	4
Print disability	4	4	1	2	1	1	0	1	14
<i>Total other than employment</i>	<i>25</i>	<i>29</i>	<i>7</i>	<i>10</i>	<i>8</i>	<i>4</i>	<i>2</i>	<i>8</i>	<i>93</i>
Total all Commonwealth funded	328	220	116	68	72	31	10	20	865

Note: A service may be a single outlet, or an aggregation of two or more outlets, of the same service type, for an organisation.

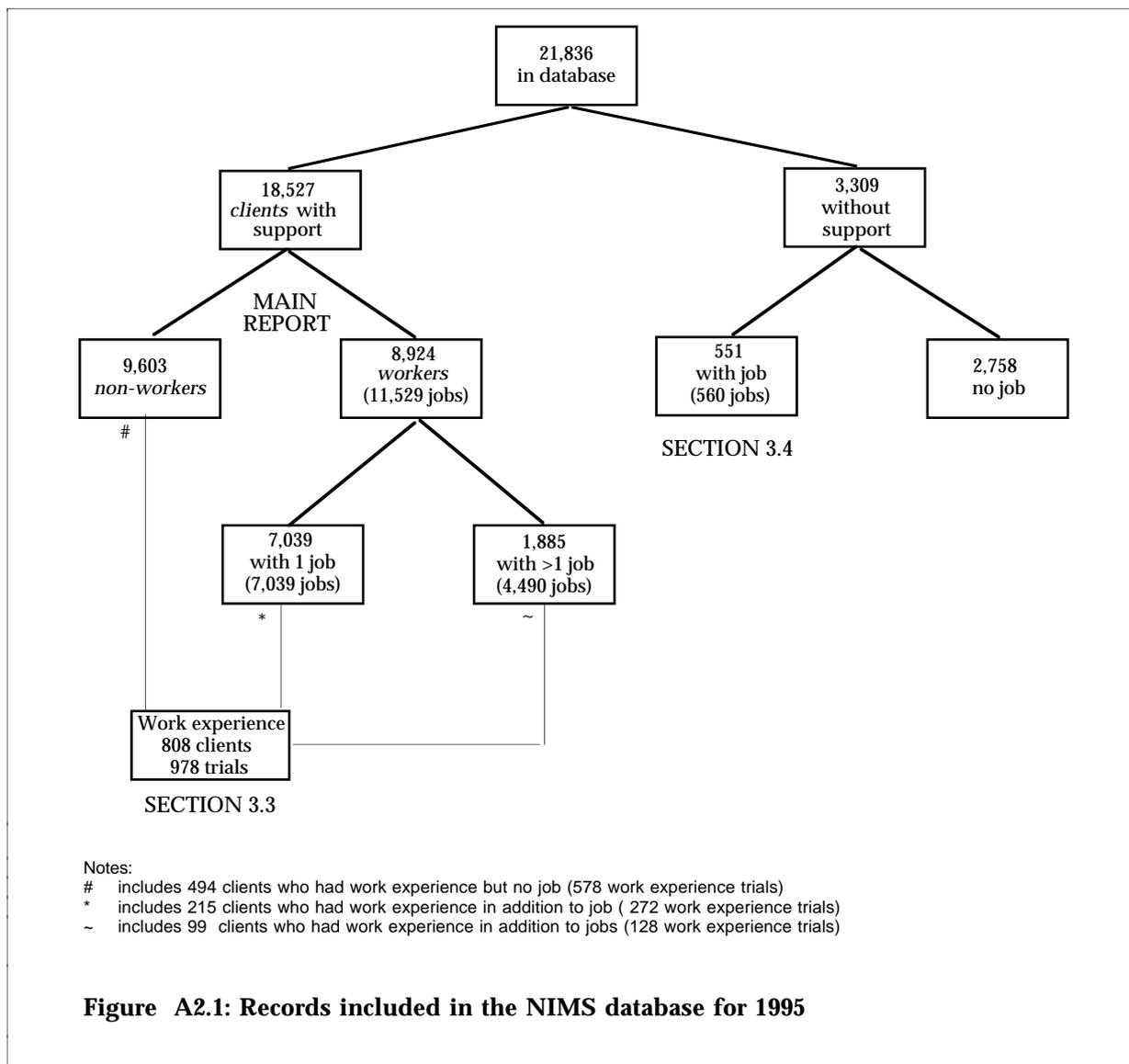
Source: Black and Eckerman 1997, Table 2.5.

The NIMS data collection examines the open employment services in more detail than is possible through the MDS.

Appendix 2: Technical notes

A2.1 Records included in the NIMS database, 1995

Figure A2.1 shows the types of records included in the NIMS database for 1995, and how they relate to the present report..



A2.2 Calculation of client job and support measures

Duplicate jobs

Two job records for the one client were regarded as being duplicates of the same job if they had the same commencement date, employer, Partnership with Industry program status and occupation group. If only one of the job records had a job completion date then the other record was deleted from all analyses. Otherwise the job record with the earlier completion date or else the lowest job number was deleted. In total, 30 job records were deleted.

Hours worked per week in a job

For jobs for which the recorded number of hours per week was greater than 50, the number of hours was set at 50 for the purposes of analysis.

Job dates

Where a client had two or more jobs current as at the end of 1995 which totalled more than 50 hours per week, it was assumed that the end dates for one or more jobs had mistakenly not been entered. In this case, the earliest commenced job was assigned an end date one day before the commencement of the next job. If necessary this procedure was repeated until the total number of hours was 50 or less. This resulted in the end dates for 164 jobs being assigned.

Each client was then checked to determine whether at any time during 1995 they were recorded as having concurrent jobs totalling more than 50 hours per week. If one or more of these jobs did not have a recorded end date then the earliest of these was assigned an end date consistent with the client's job support records. If this was not possible, then the end date was set at one day before the commencement of the next job. If all such jobs had a recorded end date, then one or more job commencement or end dates were altered by reference to the client's job support records. This resulted in 38 job end dates being assigned and 26 job end and 9 job commencement dates being altered. A further 3 job records were deleted.

Withdrawal of support

A total of 1,827 clients had a date of support withdrawn recorded as sometime during 1995. For 220 of these clients, the date of support withdrawn was before the date of the last support recorded for 1995. Such clients were not regarded as having had support withdrawn if the time between the two dates was greater than 14 days, as it was in 113 cases.

Calculation of the support period

Not all clients were receiving support for the whole of 1995, either because their support began after 1 January 1995, and/or because they withdrew from support before 31 December 1995. The NIMS database does not include a date on which a client commences with an agency, so for the purposes of analysis the support period of each client had to be calculated in some other way.

The beginning of the support period was set as the first date in 1995 for which support was recorded unless the client was already in work. If the client already held a job or jobs then the beginning of the support period was set as the date that job(s) began or 1 January 1995 whichever was the earlier. The end of the support period is defined as 31 December 1995 unless the consumer ended support before this date.

Adjustments to salaries

The NIMS system requires that the weekly salary rate be recorded for each job. For some cases it was apparent that the amount recorded could not realistically be the weekly rate. In some cases it appeared to be the hourly rate, and in other cases some constant value (for example, \$1) had apparently been entered by the agency site.

To determine whether some adjustment to the recorded salary figure appeared necessary, the apparent hourly wage was calculated as the weekly salary rate divided by the number of hours worked per week. For jobs specified as being at less than 100% of award level, the apparent award wage per hour was calculated by dividing this figure by the recorded fraction of the award wage. The following adjustments were then made:

- Where the weekly salary was recorded as \$0, \$1, \$999 or equal to the number of hours worked per week it was set to missing. It was also set to missing for three agency sites for which all recorded salaries were unrealistically low.
- For jobs specified at or above award level (10,630 out of 13,110 or 81%), where the apparent wage per hour was less than \$4.50, then the salary rate was regarded as being per hour rather than per week. If the hourly wage was less than \$2.50 and the salary recorded as \$20 or more, then it was set to missing.
- For jobs specified at or above award level, where the apparent wage per hour was greater than \$30 and the salary per week was greater or equal to \$200, then the salary was regarded as being for a full-time week of 38 hours, and adjusted by multiplying by the number of hours worked per week over 38.
- For jobs specified as being at less than 100% of award level, where the resulting *award* wage per hour was less than \$4.50, then the salary rate was regarded as being per hour rather than per week.
- For jobs specified as not being based on award, if the salary rate was less than or equal to \$10 and the wage per hour less than \$2.50, then the salary rate was regarded as being per hour rather than per week.

Measures of job experience and support

Various measures of job experience were analysed as described in Section 4.2. The precise calculation of these measures is as follows:

For each client with k jobs we have:

P = length of the support period in weeks, where $1 \leq P \leq 52$

D = total hours of direct support received by client

W = total number of weeks during the support period that the client had a job,
where $0 \leq W \leq P$ (if client has only one job then $W = w_1$ as below with $j = 1$)

w_j = weeks of work for job j ,

where $\sum w_j \leq W$, since the client may have two or more jobs concurrently

s_j = salary per week for job j

h_j = hours per week for job j

Then:

D / P = support hours per week

W / P = time in work as a proportion of time in support

$\frac{\sum h_j w_j}{W}$ = mean hours of work per work week

$\frac{\sum h_j w_j}{P}$ = mean hours of work per week of the support period

$\frac{\sum s_j w_j}{\sum h_i}$ = mean wage per hour

$\frac{\sum s_j w_j}{W}$ = mean wage per work week

$\frac{\sum s_j w_j}{P}$ = mean income per week of the support period

Each of the above can be averaged for any particular group of clients.

Finally for any group of n working clients:

$\frac{\sum_{i=1}^n D_i \times 100}{\sum_{i=1}^n \sum_{j=1}^k h_{ij} w_{ij}}$ = support hours per 100 hours of work

$\frac{\sum_{i=1}^n D_i \times 100}{\sum_{i=1}^n \sum_{j=1}^k s_{ij} w_{ij}}$ = support hours per \$100 of wages

A2.3 Statistical analysis

Univariate and bivariate analyses were carried out using SAS 6.09 (SAS Institute 1990a, 1990b). GLIM 4 was used for multiple linear regression and logistic regression modelling (Francis et al. 1993).

A logistic regression was carried out to assess the possible contribution of each of a number of factors on the likelihood of a client having had a job during the support period. The factors considered for inclusion in the regression model included 12 client characteristics and 6 factors related to the agency site supporting the client. The client characteristics are recorded in the NIMS client personal and general details data files and are discussed separately in Sections 4.3 to 4.12. The agency site factors are State, site location (urban, rural or remote according to the classification of the Department of Health and Family Services), number of paid staff, number of clients and site group (see Section 4.16).

Modelling by linear regression was undertaken for the total income earned from jobs per week of the support period, and for the mean support hours per week for workers and non-workers separately. In each case the variable of interest was transformed to natural logarithms. This gave an approximately normal distribution, necessary for a valid analysis. Residual analysis supported the assumptions of linearity, normality of error terms and constancy of error variance.

An additional client characteristic included for the linear regression models was primary source of income as at the end of 1995 (see Section 4.13). It would not be meaningful to include this variable in the previous logistic regression because for most clients getting a job leads to the primary source of income being paid work. Thus a strong artificial association between the two would be expected simply due to this relationship.

For each of the four regression analyses, the final model included only covariates which could not be deleted from the model without a statistically significant change in error variance (termed deviance in GLIM) at the 1% level, as shown by the appropriate F-statistic or likelihood ratio chi-squared statistic. (The exceptions to this were sex and Indigenous status, which, because they are generally such important variables, were left in the model for information, even if not statistically significant.) Similarly, the addition of any remaining covariate to the final model did not result in a statistically significant decrease in deviance. In each case a large number of variables remained statistically significant. To simplify the model, where possible and appropriate the number of categories for a variable was reduced by combining similar categories. For each variable this was done only if the difference in deviance between the model with the full number of categories and the model with the reduced number of categories was not statistically significant at the 1% level.

No terms were fitted for interactions between variables, except that for the interaction between the number of clients at an agency and the number of agency staff which represents the client-to-staff ratio. The large number of possible interactions meant that, without having particular hypotheses to test, meaningful interpretation of any statistically significant results was not possible.

Glossary

ADL assistance — see ‘frequency of assistance required for activities of daily living’.

client — a person with a disability who received some direct support from an open-employment agency site, during 1995.

direct support — support of clients from staff of an open employment agency directly attributable to a particular client.

frequency of assistance required for activities of daily living (ADL assistance) — the frequency of assistance required by a person with a disability in their overall situation, due to their condition, in one or more of the areas of self-care (bathing, dressing, eating and/or toileting), mobility (around home or away from home) and verbal communication. The assistance required is classed as ‘not at all’, ‘occasionally’, ‘frequently’ or ‘continually’. In the NIMS data dictionary this is termed ‘level of support; required’, but has been renamed in this report to avoid confusion with the support the client received from an open employment agency.

mean hours of work per week — for each worker this is calculated as the total hours worked in all jobs during the support period divided by the number of weeks in support; that is, the average work time per week for all weeks in support including those without a job. This is a measure of overall time spent in employment.

mean hours of work per work week — the total hours worked in all jobs for each worker during the support period divided by the number of weeks in work; that is, the average weekly time spent in work when working.

mean income per support week — the amount of income earned from all jobs, calculated as the total salary earned from all jobs divided by the total number of weeks in support. It is a measure of the amount of income received by the worker over the support period.

mean wage per hour — the hourly wage rate for each worker calculated as the total salary earned from all jobs divided by the total number of hours worked.

mean wage per work week — the weekly wage rate while in work for each worker, calculated as the total salary earned from all jobs divided by the total number of weeks with a job. The mean wage per hour and the mean wage per work week are measures of the pay from all jobs.

non-English-speaking background — here defined as preferred language being a spoken language other than English.

primary job — the job in which the most aggregate hours were worked during the support period.

support hours — the total number of hours of support received by a client during 1995 from staff of an open employment agency site, and which were directly attributed by the staff to supporting the client (direct support).

support period — the period during 1995 during which the client was receiving support from an open employment agency. This period was measured in weeks (see Appendix 1 for details of the calculation of the support period).

support week — a week of the support period.

time in work — the total number of weeks during the support period that the worker had a job or job(s). If the worker had more than one job, then the weeks in work may not necessarily have been continuous. To adjust for the fact that the support period varied from worker to worker, the number of weeks in work can also be calculated as a percentage of the number of weeks of the support period.

weeks to get a job — applies only to workers who did not have a job at the beginning of the support period. It is the number of weeks from the beginning of the support period to the start of the first (or only) job gained.

worker — a client who had a job at any time during the support period.

worker retention rate — the percentage of workers who had a job at the end of the support period.

worker without support — a person with a job during 1995 who was listed with an open employment site but had not received any support from that site during 1995. Presumably such people had received support prior to 1995.

work week — a week during which a client was working in one or more jobs.

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